From "Pincsak, Larry" <PincsakL@naperville.il.us>
Subject **[ilist] Ring Neighborhood Portal**
To "thelist@i-pac.org" <thelist@i-pac.org>
Date Tue, 8 Jan 2019 16:37:56 +0000

Good Morning,

Any agency in the I-Pac involved in the Ring Neighborhood Portal? The company that markets the Ring Doorbell has a new Neighborhood Watch app that lets you share your doorbell video with neighbors and the police: https://ring.com/neighbors We have signed an MOU with them. Wondering if anyone else has done this and perhaps developed a policy or procedure? Thank you for your assistance.

Larry

Larry Pincsak
Accreditation and Compliance Coordinator
Naperville Police Department
1350 Aurora Ave.
Naperville, IL 60540

Office: 630-548-2989
Fax: 630-420-4096
pincsakl@naperville.il.us

From "Pincsak, Larry" <PincsakL@naperville.il.us>
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Naperville, IL 60540

Office: 630-548-2989
Fax: 630-420-4096
pincsakl@naperville.il.us

From Ben Kadolph <bkadolph@oak-brook.org>
Subject **[ilist] Ring Neighborhood Portal**
To "'thelist@i-pac.org'" <thelist@i-pac.org>
Date Tue, 8 Jan 2019 21:16:16 +0000

Oak Brook is also working on a MOU with Ring. No procedure in place yet. But maybe I'll ask during their demo of CALEA like agencies that they have worked with in the past for best practices on policy/procedures. I believe we are looking at a training/demo in the next week or two.

Benjamin Kadolph #58
Division Commander
Oak Brook Police Department
1200 Oak Brook Rd Oak Brook, IL 60523
Phone: 630-368-8718
Fax: 630-368-8719
Email: bkadolph@oak-brook.org
Web: http://www.oak-brook.org/Police Follow us:

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Think Green! Please consider our environment before printing this electronic message.

From: Pincsak, Larry [mailto:PincsakL@naperville.il.us]
Sent: Tuesday, January 8, 2019 10:38 AM
To: thelist@i-pac.org
Subject: [ilist] Ring Neighborhood Portal

Good Morning,

Any agency in the I-Pac involved in the Ring Neighborhood Portal? The company that markets the Ring Doorbell has a new Neighborhood Watch app that lets you share your doorbell video with neighbors and the police: https://ring.com/neighbors We have signed an MOU with them. Wondering if anyone else has done this and perhaps developed a policy or procedure? Thank you for your assistance.

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Subject: [ilist] Ring Neighborhood Portal

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1350 Aurora Ave.
Naperville, IL 60540

Office: 630-548-2989
Fax: 630-420-4096
pincsakl@naperville.il.us

From <srenje@crystallake.org>
Subject **RE: [ilist] Ring Neighborhood Portal**
To <PincsakL@naperville.il.us>
Date Wed, 16 Jan 2019 18:25:47 +0000

Hey Larry,

Hope all is well in CALEA world!!!!! This Ring Neighborhood Portal with Naperviille intrigues me. I see a lot of benefits to this program. If you don't mind, can you answer a couple quick questions? 1) Do you have a contact with Ring? 2) Is there a cost related to the program? 3) Can you view only what the "neighborhood" posts? 4) Is there a specific position at the PD that is responsible for viewing the activity, how do they get notified?

Thanks,

Steve

From: Pincsak, Larry <PincsakL@naperville.il.us>
Sent: Tuesday, January 08, 2019 10:38 AM
To: thelist@i-pac.org
Subject: [ilist] Ring Neighborhood Portal

Good Morning,

Any agency in the I-Pac involved in the Ring Neighborhood Portal? The company that markets the Ring Doorbell has a new Neighborhood Watch app that lets you share your doorbell video with neighbors and the police: https://ring.com/neighbors We have signed an MOU with them. Wondering if anyone else has done this and perhaps developed a policy or procedure? Thank you for your assistance.

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1350 Aurora Ave.
Naperville, IL 60540

Office: 630-548-2989
Fax: 630-420-4096
pincsakl@naperville.il.us

Steve Renje | Patrol Sergeant | Police
City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
Website: www.crystallake.org | Phone: 815-356-3634

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From <srenje@crystallake.org>
Subject **Police Ring Neighbors Program**
To <pdienstag@ring.com>
Date Fri, 25 Jan 2019 13:03:44 +0000

Morning Phil,

My name is Steve Renje and I am a Sergeant with the City of Crystal Lake. I recently learned of the Ring neighborhood program from Deputy Chief Jason Arres of the Naperville PD. I see tremendous benefits to the citizens of Crystal Lake with this program. I was hoping you could point me in the direction on how to start up this program to include a possible demonstration.

Thanks in advance and stay warm,

Steve

Steve Renje | Patrol Sergeant | Police
City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
Website: www.crystallake.org | Phone: 815-356-3634

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From <srenje@crystallake.org>
Subject **Ring Law Enforcement Neighborhood Program**
To <Barry.parker@ring.com>
Date Fri, 8 Feb 2019 19:48:46 +0000

Hello Barry,

Thanks for taking the time to call me back regarding the Ring Law Enforcement Neighborhood Program. As I mentioned earlier I am a Sergeant with the City of Crystal Lake and am interested in partnering up with Ring to provide additional services to our citizens. I look forward to talking to the territory manager and hopefully get this program up and running.

Steve

Steve Renje | Patrol Sergeant | Police
City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
Website: www.crystallake.org | Phone: 815-356-3634

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From Rohit Murti <rohit.murti@ring.com>
Subject **Ring Neighbors Portal**
To <srenje@crystallake.org>
Date Sat, 9 Feb 2019 11:30:24 -0500

Sergeant Renje,

Thank you for your interest in the Ring Neighbors Portal. We would love to share information on the program through a webinar, as per your convenience and availability. Please have a look at the link below and book a time that works for you.

Booking Link: https://rohitmurti.youcanbook.me

The webinar shouldn't take more than an hour. While we encourage the participation of as many officers as are interested, the presence of the following personnel would be essential to ensure optimal engagement:

- Primary Point of Contact
- Public Information Officer
- Investigative - CID/Crime/Property Crime
- Community Outreach Officer

Please feel free to call or email me if you have any questions. Thank you for your time and consideration. We look forward to hearing from you.

Sincerely,

Rohit D. Murti
Territory Manager | Growth Strategy | **Ring**
T 832.992.9910 **E** rohit.murti@ring.com

ring
1523 26th Street, Santa Monica, CA 90404

As seen on:
Fortune Magazine- Meet Ring, the connected doorbell company that just scored Richard Branson as an investor
Time Magazine's Top 10 Gadgets
The Truth About Daytime Burglaries
TechCrunch Product Review
ABC's Shark Tank (password: doorbot)
Ring Partners With LAPD To Reduce Crime In Wilshire Park

From <rohit.murti@ring.com>
Subject **Updated invitation with note: Booked: Steve srenje@crystallake.org @ Fri Feb 22, 2019 10am - 12pm (PST) (srenje@crystallake.org)**
Date Fri, 15 Feb 2019 17:42:00 +0000

This event has been changed with this note:
"Update - webinar link, meeting ID and my contact details."

Booked: Steve srenje@crystallake.org

more details »

When Fri Feb 22, 2019 10am – 12pm Pacific Time - Los Angeles

Joining info meet.google.com/num-ukhd-jxq

Or dial: +1 405-578-5303 PIN: 382919785#

Calendar srenje@crystallake.org

Who
- rohit.murti@ring.com - organizer
- srenje@crystallake.org - optional

Changed:
Webinar link - https://ring.zoom.us/j/7101637734
Meeting ID - 710-163-7734

Contact Details:
Rohit Murti
(832) 992-9910
rohit.murti@ring.com
First Name: Steve
Last Name: Renje
Title: Sergeant
Department Name: City of Crystal Lake
State: IL
Email: srenje@crystallake.org
Phone number: +18153563634

Your attendance is **optional**.

Going (srenje@crystallake.org)? **Yes** - **Maybe** - **No** more options »

Invitation from Google Calendar

You are receiving this courtesy email at the account srenje@crystallake.org because you are an attendee of this event.

To stop receiving future updates for this event, decline this event. Alternatively you can sign up for a Google account at https://www.google.com/calendar/ and control your notification settings for your entire calendar.

Forwarding this invitation could allow any recipient to modify your RSVP response. Learn More.

From <rohit.murti@ring.com>
Subject **Updated invitation: Booked: Steve srenje@crystallake.org @ Fri Feb 22, 2019 10am - 12pm (PST) (srenje@crystallake.org)**
Date Fri, 15 Feb 2019 17:42:13 +0000

This event has been changed.

Booked: Steve srenje@crystallake.org

more details »

When Fri Feb 22, 2019 10am – 12pm Pacific Time - Los Angeles

Joining info meet.google.com/num-ukhd-jxq

Or dial: +1 405-578-5303 PIN: 382919785#

Calendar srenje@crystallake.org

Who
- rohit.murti@ring.com - organizer
- srenje@crystallake.org - optional

Changed:
Webinar link - https://ring.zoom.us/j/7101637734
Meeting ID - 710-163-7734

Contact Details:
Rohit Murti
(832) 992-9910
rohit.murti@ring.com

First Name: Steve
Last Name: Renje
Title: Sergeant
Department Name: City of Crystal Lake
State: IL
Email: srenje@crystallake.org
Phone number: +18153563634

Your attendance is **optional**.

Going (srenje@crystallake.org)? **Yes** - **Maybe** - **No** more options »

Invitation from Google Calendar

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From <srenje@crystallake.org>
Subject **RE: Updated invitation: Booked: Steve srenje@crystallake.org @ Fri Feb 22, 2019 10am - 12pm (PST) (srenje@crystallake.org)**
To <rohit.murti@ring.com>
Date Mon, 18 Feb 2019 13:29:19 +0000

Hello Rohit,

I received two separate emails with updated information. Can please advise which link the webinar be hosted on? Also what will the phone number be?

Thanks,

Steve

Steve Renje | Patrol Sergeant | Police
City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
Website: www.crystallake.org | Phone: 815-356-3634

From: rohit.murti@ring.com [rohit.murti@ring.com]
Sent: Friday, February 15, 2019 11:42 AM
Cc: Steve Renje
Subject: Updated invitation: Booked: Steve srenje@crystallake.org @ Fri Feb 22, 2019 10am - 12pm (PST) (srenje@crystallake.org)
When: Friday, February 22, 2019 12:00 PM-2:00 PM.
Where:

This event has been changed.
more details »

Booked: Steve srenje@crystallake.org

When	Fri Feb 22, 2019 10am – 12pm Pacific Time - Los Angeles
Joining info	meet.google.com/num-ukhd-jxq Or dial: +1 405-578-5303 PIN: 382919785#
Calendar	srenje@crystallake.org
Who	• rohit.murti@ring.com - organizer • srenje@crystallake.org - optional

Changed:
Webinar link - https://ring.zoom.us/j/7101637734
Meeting ID - 710-163-7734

Contact Details:
Rohit Murti
(832) 992-9910
rohit.murti@ring.com

First Name: Steve
Last Name: Renje
Title: Sergeant
Department Name: City of Crystal Lake
State: IL
Email: srenje@crystallake.org
Phone number: +18153563634
Your attendance is **optional**.
Going (srenje@crystallake.org)? **Yes** - **Maybe** - **No** more options »
Invitation from Google Calendar

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From <srenje@crystallake.org>
Subject **Accepted: Updated invitation: Booked: Steve srenje@crystallake.org @ Fri Feb 22, 2019 10am - 12pm (PST) (srenje@crystallake.org)**
To <rohit.murti@ring.com>
Date Mon, 18 Feb 2019 13:29:35 +0000

From Rohit Murti <rohit.murti@ring.com>
Subject **Re: Updated invitation: Booked: Steve srenje@crystallake.org @ Fri Feb 22, 2019 10am - 12pm (PST) (srenje@crystallake.org)**
To Steve Renje <srenje@crystallake.org>
Date Mon, 18 Feb 2019 10:02:26 -0800

Hello Sergeant Renje,

Thank you for your email. The booking details are as follows.

Webinar link - https://ring.zoom.us/j/7101637734
Meeting ID - 710-163-7734

We should be able to chat through the link. However, in case of any technical difficulties, my phone number is - (832) 992-9910.

Thank you for your time. I look forward to speaking with you and your team this Friday.

Sincerely,

Rohit D. Murti
Territory Manager | Growth Strategy | **Ring**
T 832.992.9910 **E** rohit.murti@ring.com

ring
1523 26th Street, Santa Monica, CA 90404

LAPD Crime Study: Ring Partners with LAPD to Reduce Crime in Wilshire Park
Shark Tank: Shark Tank's Biggest Company (password: ring)
LA Times: Ring modernized the doorbell, then went to war against crime
USA Today: Police say crime drops with video doorbell

On Mon, Feb 18, 2019 at 5:29 AM Steve Renje <srenje@crystallake.org> wrote:

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> Thanks,
>
> Steve
>
> **Steve Renje | Patrol Sergeant | Police**
> City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
> Website: www.crystallake.org | Phone: 815-356-3634
>
> ---
>
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> **Cc:** Steve Renje
> **Subject:** Updated invitation: Booked: Steve srenje@crystallake.org @ Fri Feb 22, 2019 10am - 12pm (PST) (srenje@crystallake.org)
> **When:** Friday, February 22, 2019 12:00 PM-2:00 PM.
> **Where:**
>
> **This event has been changed.**
> **more details »**
> **Booked: Steve srenje@crystallake.org**
>
> | | |
> |---|---|
> | When | Fri Feb 22, 2019 10am – 12pm Pacific Time - Los Angeles |
> | Joining info | meet.google.com/num-ukhd-jxq
Or dial: +1 405-578-5303 PIN: 382919785# |
> | Calendar | srenje@crystallake.org |
> | Who | • rohit.murti@ring.com - organizer
• srenje@crystallake.org - optional |
>
> **Changed:**
> **Webinar link** - https://ring.zoom.us/j/7101637734
> **Meeting ID** - 710-163-7734
>
> **Contact Details:**
> Rohit Murti
> (832) 992-9910

rohit.murti@ring.com

First Name: Steve
Last Name: Renje
Title: Sergeant
Department Name: City of Crystal Lake
State: IL
Email: srenje@crystallake.org
Phone number: +18153563634
Your attendance is **optional**.
Going (srenje@crystallake.org)? **Yes** - **Maybe** - **No** more options »

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From <rohit.murti@ring.com>
Subject **Updated invitation: Neighbors By Ring - Law Enforcement Portal @ Fri Feb 22, 2019 10am - 12pm (PST) (srenje@crystallake.org)**
To <abraham.ho@ring.com>
Date Wed, 20 Feb 2019 17:33:58 +0000

This event has been changed.

Changed: Neighbors By Ring - Law Enforcement Portal

more details »

When Fri Feb 22, 2019 10am – 12pm Pacific Time - Los Angeles

Joining info meet.google.com/num-ukhd-jxq

Or dial: +1 405-578-5303 PIN: 382919785#

Calendar srenje@crystallake.org

Who
- rohit.murti@ring.com - organizer
- abraham.ho@ring.com
- srenje@crystallake.org - optional

Webinar link - https://ring.zoom.us/j/7101637734
Meeting ID - 710-163-7734

Contact Details:
Rohit Murti
(832) 992-9910
rohit.murti@ring.com

First Name: Steve
Last Name: Renje
Title: Sergeant
Department Name: City of Crystal Lake
State: IL
Email: srenje@crystallake.org
Phone number: +18153563634

Your attendance is **optional**.

Going (srenje@crystallake.org)? **Yes** - **Maybe** - **No** more options »

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From Rohit Murti <rohit.murti@ring.com>
Subject **Ring MOU - Crystal Lake Police Department, IL**
To Steve Renje <srenje@crystallake.org>
Date Fri, 22 Feb 2019 11:40:37 -0800

Sergeant Renje,

Thank you for arranging our meeting to learn about Ring's approach to reducing crime in communities.

An overview of our program:

Our platform combines the deterrent value of a visible security system (devices) with the power of an actively engaged community (via a free app) to reduce criminal activity and to help solve open investigations.

Neighbors Portal is Law Enforcement's access to our platform. Portal highlights include:

1. No Cost - Neighbors Portal is free to Law Enforcement.
2. Community Engagement - Law Enforcement's ability to join the conversation (about posted video or in response to posted comments).
3. Alerts - You may post alerts which are highly relevant (proximity) to the recipient.
4. Video Request - You may request video from Ring device owners relevant to active investigations.

As you review the attached MOU, or if others will be charged with this task, please feel free to contact me at any time. My cell number is 832-992-9910. Once we receive the signed copy of the MOU, we can move forward with the on-boarding.

Thank you again for meeting with me. I look forward to working with you and Crystal Lake Police Department.

Sincerely,

Rohit D. Murti
Territory Manager | Growth Strategy | **Ring**
T 832.992.9910 **E** rohit.murti@ring.com

ring
1523 26th Street, Santa Monica, CA 90404

LAPD Crime Study: Ring Partners with LAPD to Reduce Crime in Wilshire Park
Shark Tank: Shark Tank's Biggest Company (password: ring)
LA Times: Ring modernized the doorbell, then went to war against crime
USA Today: Police say crime drops with video doorbell

From Rohit Murti <rohit.murti@ring.com>
Subject **Press release**
To Steve Renje <srenje@crystallake.org>
Date Fri, 22 Feb 2019 11:49:09 -0800

Sergeant Renje,

As requested, this is a press release issued by the City of Frederick, Maryland, for your reference.

https://www.cityoffrederick.com/CivicAlerts.aspx?AID=5491

Please let me know if you have any questions. Thank you.

Sincerely,

Rohit D. Murti
Territory Manager | Growth Strategy | **Ring**
T 832.992.9910 **E** rohit.murti@ring.com

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USA Today: Police say crime drops with video doorbell

From <srenje@crystallake.org>
Subject **FW: Ring MOU - Crystal Lake Police Department, IL**
To <dhyrkas@crystallake.org>
Date Fri, 22 Feb 2019 19:59:47 +0000

Chief,

I have received additional information from Ring Territory, Rohit Murtiz, see below. In addition, I requested an MOU and a Press Release. I have attached the MOU and a City of Frederick, Maryland press release that I converted into a Word document for your review.

Please let me know if you have any questions and if/when you want to proceed further as I am not sure if you want this to be reviewed by Dave Pardys.

Steve

From: Rohit Murti <rohit.murti@ring.com>
Sent: Friday, February 22, 2019 1:41 PM
To: Steve Renje <srenje@crystallake.org>
Subject: Ring MOU - Crystal Lake Police Department, IL

Sergeant Renje,

Thank you for arranging our meeting to learn about Ring's approach to reducing crime in communities.

An overview of our program:

Our platform combines the deterrent value of a visible security system (devices) with the power of an actively engaged community (via a free app) to reduce criminal activity and to help solve open investigations.

Neighbors Portal is Law Enforcement's access to our platform. Portal highlights include:

1. No Cost - Neighbors Portal is free to Law Enforcement.
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3. Alerts - You may post alerts which are highly relevant (proximity) to the recipient.
4. Video Request - You may request video from Ring device owners relevant to active investigations.

As you review the attached MOU, or if others will be charged with this task, please feel free to contact me at any time. My cell number is 832-992-9910. Once we receive the signed copy of the MOU, we can move forward with the on-boarding.

Thank you again for meeting with me. I look forward to working with you and Crystal Lake Police Department.

Sincerely,

Rohit D. Murti
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Steve Renje | Patrol Sergeant | Police
City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
Website: www.crystallake.org | Phone: 815-356-3634

FOR IMMEDIATE RELEASE

December 11, 2018

Frederick Police Department Joins 'Neighbors' by Ring to Provide Users with Real-Time, Local Crime and Safety Information

FREDERICK, MD – The Frederick Police Department today announced that it is joining the Neighbors app to provide the City of Frederick community with real-time, local crime and safety information. The Neighbors network already has millions of users and has been instrumental in catching package thieves, stopping burglaries, and keeping neighborhoods safe.

Download the free Neighbors app, join your neighborhood, and use the app to: monitor neighborhood activity; share crime and safety-related videos, photos and text-based posts; and receive real-time safety alerts from your neighbors, local law enforcement and the Ring team. The Neighbors app is not an alternative to contact police for emergencies or police reports. All crimes should be reported to 911 or the non-emergency number 301-600-2102.

To download the app via iOS/Android text **FrederickPD** to **555-888** or https://download.ring.com/frederick

Frederick Police Chief, Ed Hargis, said: "FPD is pleased to establish the partnership with Ring and the Neighbors App as this will provide the Frederick community with the next generation of a modern day virtual "Neighborhood Watch Program", and vastly improve neighborhood safety by enhancing the flow of information between the residents and police."

Jamie Siminoff, Chief Inventor and Founder of Ring, said: "We're excited to have the Frederick Police Department join Neighbors to keep their community up-to-date on local crime and safety information. Over the past few years we have learned that, when neighbors, the Ring team and law enforcement all work together, we can create safer communities. Neighbors is meant to facilitate real-time communication between these groups, while maintaining neighbor privacy first and foremost. By bringing security to every neighbor with the free Neighbors app, the City of Frederick community can stay on top of crime and safety alerts as they happen."

How It Works

- Download the Neighbors app by texting **FrederickPD** to **555-888** or via iOS/Android here: https://download.ring.com/frederick).
- Opt-in to join your neighborhood.
- Customize the geographic area you want to receive notifications for (users must verify where they are located and cannot participate in other neighborhoods).
- Receive real-time alerts from your neighbors, local law enforcement and the Ring team that inform of crime and safety alerts as they happen.
- View local crime and safety posts via a live feed or interactive map.
- Share text updates, photos and videos taken on any device, including Ring's home security devices.
- Work with your community to make neighborhoods safer.
- **Note: this app should never be used to report a crime. Please report all crime to the police.**

About Neighbors

Neighbors is a neighborhood watch app that provides real-time, local crime and safety information. Download the free Neighbors app (iOS/Android), join your neighborhood, and use the app to: monitor neighborhood activity; share crime and safety-related videos, photos and text-based posts; and receive real-time safety alerts from your neighbors, local law enforcement and the Ring

team. Download Neighbors (iOS/Android) today to join your digital neighborhood watch. For more information visit www.ring.com/neighbors.

About Ring

Ring's mission is to reduce crime in neighborhoods by creating a Ring of Security around homes and communities. Ring is an Amazon company. The Ring product line, along with Neighbors by Ring, enable Ring to offer affordable, whole-home and neighborhood security devices and services. For more information, visit www.ring.com.

Frederick Police Department Media Contact

Michele Bowman

Public Information Coordinator

mbowman@frederickmdpolice.org

301-600-2091 / 240-446-4912

Neighbors Media Contact

Morgan Culbertson

Public Relations Coordinator, Neighbors by Ring

Morgan@ring.com

M: 805.822.9694

Emergency: 911

Non-Emergency: 301-600-2102

Anonymous Tip: 301-600-TIPS (8477)

Anonymous Tip Text: 240-674-TIPS (8477)

Anonymous Tip Email: fpdcrimetip@frederickmdpolice.org

Neighbors by Ring
Memorandum of Understanding

This agreement is entered into this _____ day of _____, 2019 by and between Ring LLC ("Ring") and Crystal Lake Police Department ("Agency"), (collectively the "parties") and will provide Agency access to the Neighbors Portal to communicate with users of the Neighbors app ("Ring Neighbors") and encourage community engagement as we work together to make Crystal Lake's ("City") neighborhoods safer.

- Neighbors by Ring app ("Neighbors App") is a digital neighborhood watch that both law enforcement and the public may access free of charge by downloading the Neighbors App (iOS and Android).
- The Neighbors App allows users to share and comment on real time crime and safety events in their neighborhood.
- As part of the program, Agency may:
    - Utilize the critical crime and safety events that are posted in the Neighbors App by Ring Neighbors to assist in law enforcement operations and investigations; and
    - Post information relating to critical incidents and other incidents in the app to keep Ring Neighbors informed regarding issues in their neighborhoods.

With an understanding that a robust, active and engaged user community is essential to the immediate, sustained and ongoing success of the program, the parties agree to the following responsibilities:

Ring

- Make the Neighbors App available to City residents free of charge.
- Make the Neighbors Portal available to Agency free of charge, including ongoing support and training for Agency employees.

Agency

- Maintain appropriate access controls for Agency personnel to use the Neighbors Portal.

Press Release
The parties shall agree to a joint press release to be mutually approved by the parties. Neither party may use the other party's name, logo, or likeness in any advertising or press release without prior written approval of the other party. Notwithstanding the foregoing, Ring shall be permitted to provide in-app alerts to Ring Neighbors announcing Agency's participation in the Neighbors App.

Term
Agency's participation in the program shall commence upon Agency's acceptance of these program terms. Either party may terminate Agency's participation in the program at any time by providing 30 days' written notice to the other party; provided that in the case of material breach of this Agreement by the Agency, Ring shall only be required to provide three days' written notice to Agency.

Privacy and Terms of Use
Ring will not provide any customer personal information, including video footage, to Agency without the prior

consent of the owner or properly issued legal process that complies with federal and state law, as applicable. Agency agrees to use the Neighbors Portal only as expressly authorized by Ring and only in connection with bona fide Agency work. Ring's terms of service and privacy notice, as posted on Ring.com, shall apply to all uses of the Neighbors App and, as applicable, the Neighbors Portal.

Compensation
At no point shall either party receive compensation from each other as a result of this program.

Confidentiality
Unless otherwise required by law, the Parties shall not disclose the terms of this program or any information that is designated as confidential or that, given the nature of the information or the circumstances surrounding its disclosure, reasonably should be considered as confidential.

RING LLC

Date: _____

By: _____

Name: _____

Title: _____

Agency

Date: _____

By: _____

Name: _____

Title: _____

From Rohit Murti <rohit.murti@ring.com>
Subject **Re: Ring MOU - Crystal Lake Police Department, IL**
To Steve Renje <srenje@crystallake.org>
Date Fri, 22 Feb 2019 16:30:27 -0800

Sergeant Renje,

You mentioned that the MOU may need to go before City Council. We want to be sure to provide the proper support in advance. When you get a chance, could you please share the timeline and general information about what is typically involved in the Council process?

While the process with each Council can vary, we understand that press coverage is likely to result once a MOU is presented for consideration. In consideration of the foregoing, I'd like to introduce our Public Relations Coordinator Morgan Culbertson (CC'd). Morgan works with PIOs as we launch our law enforcement partnerships and can provide the information and materials needed, based on your particular council timeline and process.

Thank you for your time.

Sincerely,

Rohit D. Murti
Territory Manager | Growth Strategy | **Ring**
T 832.992.9910 **E** rohit.murti@ring.com

ring
1523 26th Street, Santa Monica, CA 90404

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LA Times: Ring modernized the doorbell, then went to war against crime
USA Today: Police say crime drops with video doorbell

On Fri, Feb 22, 2019 at 11:40 AM Rohit Murti <rohit.murti@ring.com> wrote:

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> Rohit D. Murti
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> **T** 832.992.9910 **E** rohit.murti@ring.com
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> USA Today: Police say crime drops with video doorbell

From <dhyrkas@crystallake.org>
Subject **FW: Ring MOU - Crystal Lake Police Department, IL**
To <jblack@crystallake.org>
Date Mon, 25 Feb 2019 14:19:23 +0000

For further discussion, perhaps at the 9am?

Derek Hyrkas | Deputy Chief | Police
City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
Website: www.crystallake.org | Phone: 815-356-3767

From: Steve Renje <srenje@crystallake.org>
Sent: Friday, February 22, 2019 2:00 PM
To: Derek Hyrkas <dhyrkas@crystallake.org>
Subject: FW: Ring MOU - Crystal Lake Police Department, IL

Chief,

I have received additional information from Ring Territory, Rohit Murtiz, see below. In addition, I requested an MOU and a Press Release. I have attached the MOU and a City of Frederick, Maryland press release that I converted into a Word document for your review.

Please let me know if you have any questions and if/when you want to proceed further as I am not sure if you want this to be reviewed by Dave Pardys.

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Sent: Friday, February 22, 2019 1:41 PM
To: Steve Renje <srenje@crystallake.org>
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T 832.992.9910 **E** rohit.murti@ring.com

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Steve Renje | Patrol Sergeant | Police
City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
Website: www.crystallake.org | Phone: 815-356-3634

From <srenje@crystallake.org>
Subject **RE: Ring MOU - Crystal Lake Police Department, IL**
To <rohit.murti@ring.com>
Date Wed, 27 Feb 2019 20:23:00 +0000

Hello Rohit,

Thanks again for the demonstration and also for providing the MOU and press release. I had our legal team review the MOU and they had no issue with it. The only question that was presented involved the "Confidentiality" section. Basically, why is that particular language included in the agreement? What specific information would Ring or the PD designate as confidential in this program?

Thanks Rohit,

Steve

From: Rohit Murti <rohit.murti@ring.com>
Sent: Friday, February 22, 2019 6:30 PM
To: Steve Renje <srenje@crystallake.org>
Cc: Morgan Culbertson <morgan.culbertson@ring.com>
Subject: Re: Ring MOU - Crystal Lake Police Department, IL

Sergeant Renje,

You mentioned that the MOU may need to go before City Council. We want to be sure to provide the proper support in advance. When you get a chance, could you please share the timeline and general information about what is typically involved in the Council process?

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T 832.992.9910 **E** rohit.murti@ring.com

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Steve Renje | Patrol Sergeant | Police
City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
Website: www.crystallake.org | Phone: 815-356-3634

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From Rohit Murti <rohit.murti@ring.com>
Subject **Re: Ring MOU - Crystal Lake Police Department, IL**
To Steve Renje <srenje@crystallake.org>
Date Wed, 27 Feb 2019 13:53:11 -0800

Sergeant Renje,

Thank you for your email. There's quite a bit of information that we deem confidential in our process. Essentially, what we're asking with the "Confidentiality" section is to not share publicly the information that you are not required to share by law. Does this answer your question?

Sincerely,

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> **To:** Steve Renje <srenje@crystallake.org>
> **Cc:** Morgan Culbertson <morgan.culbertson@ring.com>
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Steve Renje | Patrol Sergeant | Police

City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014

Website: www.crystallake.org | Phone: 815-356-3634

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From Rohit Murti <rohit.murti@ring.com>
Subject **Re: Ring MOU - Crystal Lake Police Department, IL**
To Steve Renje <srenje@crystallake.org>
Date Wed, 27 Feb 2019 18:14:40 -0800

Sergeant Renje,

As we wait for the MOU process to be completed, I would like to work with you to ensure that we are set up for on-boarding. Could you please help me identify the personnel responsible for the positions below?

- Primary Point of Contact - **Sergeant Renje**
- Public Information Officer / Social Media Liaison -
- Investigative - CID/Crime/Property Crime -
- Community Outreach Officer -

In the case where the PIO/Social Media Liaison, Community Outreach Officer and Investigative Representative weren't in our webinar, could you please introduce me to them via an email? I would like to present the webinar to them so that we can transition smoothly to on-boarding, where we will partner our PR Coordinator with your PIO/Social Media Liaison/Community Outreach Officer and our Account Manager with your Investigative Representative. Prior to this, it is important for me to present to them, to ensure they are knowledgable on Neighbors Portal by Ring. This will enable us to best position ourselves for success on Neighbors Portal.

Thank you for your time, Sergeant.

Sincerely,

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T 832.992.9910 **E** rohit.murti@ring.com

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Sergeant Renje,

You mentioned that the MOU may need to go before City Council. We want to be sure to provide the proper support in advance. When you get a chance, could you please share the timeline and general information about what is typically involved in the Council process?

While the process with each Council can vary, we understand that press coverage is likely to result once a MOU is presented for consideration. In consideration of the foregoing, I'd like to introduce our Public Relations Coordinator Morgan Culbertson (CC'd). Morgan works with PIOs as we launch our law enforcement partnerships and can provide the information and materials needed, based on your particular council timeline and process.

Thank you for your time.

Sincerely,

Rohit D. Murti

Territory Manager | Growth Strategy | **Ring**

T 832.992.9910 **E** rohit.murti@ring.com

ring

1523 26th Street, Santa Monica, CA 90404

LAPD Crime Study: Ring Partners with LAPD to Reduce Crime in Wilshire Park

Shark Tank: Shark Tank's Biggest Company (password: ring)

LA Times: Ring modernized the doorbell, then went to war against crime

USA Today: Police say crime drops with video doorbell

Steve Renje | Patrol Sergeant | Police
City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
Website: www.crystallake.org | Phone: 815-356-3634

On Fri, Feb 22, 2019 at 11:40 AM Rohit Murti <rohit.murti@ring.com> wrote:

> Sergeant Renje,

Thank you for arranging our meeting to learn about Ring's approach to reducing crime in communities.

An overview of our program:

Our platform combines the deterrent value of a visible security system (devices) with the power of an actively engaged community (via a free app) to reduce criminal activity and to help solve open investigations.

Neighbors Portal is Law Enforcement's access to our platform. Portal highlights include:

1. No Cost - Neighbors Portal is free to Law Enforcement.
2. Community Engagement - Law Enforcement's ability to join the conversation (about posted video or in response to posted comments).
3. Alerts - You may post alerts which are highly relevant (proximity) to the recipient.
4. Video Request - You may request video from Ring device owners relevant to active investigations.

As you review the attached MOU, or if others will be charged with this task, please feel free to contact me at any time. My cell number is 832-992-9910. Once we receive the signed copy of the MOU, we can move forward with the on-boarding.

Thank you again for meeting with me. I look forward to working with you and Crystal Lake Police Department.

Sincerely,

Rohit D. Murti

Territory Manager | Growth Strategy | **Ring**

T 832.992.9910 **E** rohit.murti@ring.com

ring

1523 26th Street, Santa Monica, CA 90404

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From <srenje@crystallake.org>
Subject **RE: Ring MOU - Crystal Lake Police Department, IL**
To <rohit.murti@ring.com>
Date Thu, 28 Feb 2019 13:50:21 +0000

Good Morning Rohit,

Thank you for the prompt response to my inquiry on the "Confidentiality" section of the contract.

We are nearly set up for the on-boarding. Per your request, I have documented the officers and their assigned positions for this project (see below). Everyone highlighted, with the exception of Officer Pluviose, has viewed the webinar.

Please let me know if you have any further questions,

Steve

From: Rohit Murti <rohit.murti@ring.com>
Sent: Wednesday, February 27, 2019 8:15 PM
To: Steve Renje <srenje@crystallake.org>
Subject: Re: Ring MOU - Crystal Lake Police Department, IL

Sergeant Renje,

As we wait for the MOU process to be completed, I would like to work with you to ensure that we are set up for on-boarding. Could you please help me identify the personnel responsible for the positions below?

- Primary Point of Contact - **Sergeant Renje**
- Public Information Officer / Social Media Liaison – Deputy Chief Derek Hyrkas
- Investigative - CID/Crime/Property Crime – Sergeant. Mike Gasparaitis
- Community Outreach Officer – Officer Ed Pluviose

In the case where the PIO/Social Media Liaison, Community Outreach Officer and Investigative Representative weren't in our webinar, could you please introduce me to them via an email? I would like to present the webinar to them so that we can transition smoothly to on-boarding, where we will partner our PR Coordinator with your PIO/Social Media Liaison/Community Outreach Officer and our Account Manager with your Investigative Representative. Prior to this, it is important for me to present to them, to ensure they are knowledgable on Neighbors Portal by Ring. This will enable us to best position ourselves for success on Neighbors Portal.

Thank you for your time, Sergeant.

Sincerely,

Rohit D. Murti
Territory Manager | Growth Strategy | **Ring**
T 832.992.9910 **E** rohit.murti@ring.com

ring
1523 26th Street, Santa Monica, CA 90404

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Steve Renje | Patrol Sergeant | Police
City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
Website: www.crystallake.org | Phone: 815-356-3634

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Sincerely,

Rohit D. Murti
Territory Manager | Growth Strategy | **Ring**
T 832.992.9910 **E** rohit.murti@ring.com

ring
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Steve Renje | Patrol Sergeant | Police
City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
Website: www.crystallake.org | Phone: 815-356-3634

From Rohit Murti <rohit.murti@ring.com>
Subject **Re: Ring MOU - Crystal Lake Police Department, IL**
To Steve Renje <srenje@crystallake.org>
Date Thu, 28 Feb 2019 10:01:15 -0800

Good morning Sergeant,

Thank you for sharing the information. I will connect with Officer Pluviose to present to him. Thank you.

Sincerely,

Rohit D. Murti
Territory Manager | Growth Strategy | **Ring**
T 832.992.9910 **E** rohit.murti@ring.com

ring
1523 26th Street, Santa Monica, CA 90404

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LA Times: Ring modernized the doorbell, then went to war against crime
USA Today: Police say crime drops with video doorbell

On Thu, Feb 28, 2019 at 5:50 AM Steve Renje <srenje@crystallake.org> wrote:

> Good Morning Rohit,
>
> Thank you for the prompt response to my inquiry on the "Confidentiality" section of the contract.
>
> We are nearly set up for the on-boarding. Per your request, I have documented the officers and their assigned positions for this project (see below). Everyone highlighted, with the exception of Officer Pluviose, has viewed the webinar.
>
> Please let me know if you have any further questions,
>
> Steve
>
> **From:** Rohit Murti <rohit.murti@ring.com>
> **Sent:** Wednesday, February 27, 2019 8:15 PM
> **To:** Steve Renje <srenje@crystallake.org>
> **Subject:** Re: Ring MOU - Crystal Lake Police Department, IL
>
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>
> As we wait for the MOU process to be completed, I would like to work with you to ensure that we are set up for on-boarding. Could you please help me identify the personnel responsible for the positions below?
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Thank you for your time, Sergeant.

Sincerely,

Rohit D. Murti

Territory Manager | Growth Strategy | **Ring**

T 832.992.9910 **E** rohit.murti@ring.com

ring

1523 26th Street, Santa Monica, CA 90404

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Steve Renje | Patrol Sergeant | Police

City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014

Website: www.crystallake.org | Phone: 815-356-3634

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From Rohit Murti <rohit.murti@ring.com>
Subject **Ring Neighbors Portal**
To Edgard Pluviose Jr <epluviose@crystallake.org>
Date Thu, 28 Feb 2019 10:02:29 -0800

Officer Pluviose,

My name is Rohit Murti and I work with Ring in Santa Monica, CA. I have had the opportunity of presenting to your team on Neighbors Portal by Ring. If I may request your time to present to you, would you mind suggesting a few times that work, along with the time zone?

Thank you for your time.

Sincerely,

Rohit D. Murti
Territory Manager | Growth Strategy | **Ring**
T 832.992.9910 **E** rohit.murti@ring.com

ring
1523 26th Street, Santa Monica, CA 90404

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USA Today: Police say crime drops with video doorbell

From <epluviose@crystallake.org>
Subject **RE: Ring Neighbors Portal**
To <rohit.murti@ring.com>
Date Thu, 28 Feb 2019 20:19:24 +0000

Hello Rohit,

Wednesday, March 6th or Thursday the 7th will work. 11am CST.

From: Rohit Murti <rohit.murti@ring.com>
Sent: Thursday, February 28, 2019 12:02 PM
To: Edgard Pluviose Jr <epluviose@crystallake.org>
Subject: Ring Neighbors Portal

Officer Pluviose,

My name is Rohit Murti and I work with Ring in Santa Monica, CA. I have had the opportunity of presenting to your team on Neighbors Portal by Ring. If I may request your time to present to you, would you mind suggesting a few times that work, along with the time zone?

Thank you for your time.

Sincerely,

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Territory Manager | Growth Strategy | **Ring**
T 832.992.9910 **E** rohit.murti@ring.com

ring
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Edgard Pluviose Jr | Community Relations Officer | Police
City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
Website: www.crystallake.org | Phone: 815-356-3731

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From <rohit.murti@ring.com>
Subject **Invitation: Neighbors By Ring - Law Enforcement Portal @ Thu Mar 7, 2019 9am - 10am (PST) (epluviose@crystallake.org)**
To <epluviose@crystallake.org>
Date Fri, 1 Mar 2019 21:48:20 +0000

Neighbors By Ring - Law Enforcement Portal

more details »

When Thu Mar 7, 2019 9am – 10am Pacific Time - Los Angeles

Calendar epluviose@crystallake.org

Who
- rohit.murti@ring.com - organizer
- epluviose@crystallake.org

Webinar link - https://ring.zoom.us/j/7101637734
Meeting ID - 710-163-7734

Contact Details:
Rohit Murti
(832) 992-9910
rohit.murti@ring.com

First Name: Edgard
Last Name: Pluviose
Title: Officer
Department Name: Crystal Lake Police Department
State: Illinois
Email: epluviose@crystallake.org

Going (epluviose@crystallake.org)? **Yes** - **Maybe** - **No** more options »

Invitation from Google Calendar

You are receiving this courtesy email at the account epluviose@crystallake.org because you are an attendee of this event.

To stop receiving future updates for this event, decline this event. Alternatively you can sign up for a Google account at https://www.google.com/calendar/ and control your notification settings for your entire calendar.

Forwarding this invitation could allow any recipient to modify your RSVP response. Learn More.

From <epluviose@crystallake.org>
Subject **Accepted: Invitation: Neighbors By Ring - Law Enforcement Portal @ Thu Mar 7, 2019 9am - 10am (PST) (epluviose@crystallake.org)**
To <rohit.murti@ring.com>
Date Fri, 1 Mar 2019 21:49:34 +0000

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From Rohit Murti <rohit.murti@ring.com>
Subject **Re: Ring Neighbors Portal**
To Edgard Pluviose Jr <epluviose@crystallake.org>
Date Fri, 1 Mar 2019 13:49:49 -0800

Good afternoon Officer,

Thank you for your email. I have shared a calendar invite with you for March 7, 11 AM (CST). Thank you for your time. I look forward to presenting to you.

Sincerely,

Rohit D. Murti
Territory Manager | Growth Strategy | **Ring**
T 832.992.9910 **E** rohit.murti@ring.com



1523 26th Street, Santa Monica, CA 90404

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USA Today: Police say crime drops with video doorbell

On Thu, Feb 28, 2019 at 12:19 PM Edgard Pluviose Jr <epluviose@crystallake.org> wrote:

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>
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>
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> **To:** Edgard Pluviose Jr <epluviose@crystallake.org>
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> **T** 832.992.9910 **E** rohit.murti@ring.com
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Edgard Pluviose Jr | Community Relations Officer | Police

City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014

Website: www.crystallake.org | Phone: 815-356-3731

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From <epluviose@crystallake.org>
Subject **RE: Ring Neighbors Portal**
To <rohit.murti@ring.com>
Date Fri, 1 Mar 2019 21:50:46 +0000

I look forward to your presentation.

From: Rohit Murti <rohit.murti@ring.com>
Sent: Friday, March 01, 2019 3:50 PM
To: Edgard Pluviose Jr <epluviose@crystallake.org>
Subject: Re: Ring Neighbors Portal

Good afternoon Officer,

Thank you for your email. I have shared a calendar invite with you for March 7, 11 AM (CST). Thank you for your time. I look forward to presenting to you.

Sincerely,

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Territory Manager | Growth Strategy | **Ring**
T 832.992.9910 **E** rohit.murti@ring.com

ring
1523 26th Street, Santa Monica, CA 90404

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From <dhyrkas@crystallake.org>
Subject **Amended Press Release**
To <rohit.murti@ring.com>
Date Mon, 4 Mar 2019 15:57:49 +0000

Hello Murti,

I took the liberty of amending the suggested press release. Please review and let me know if it is acceptable.

Also note that I did not change the language (in red font) regarding downloading the app. It remains the Frederick PD texting option. Will we have our own texting option? If so, please provide that so I may make the last amendment.

I still have to prepare some materials for our City manager and City Council, so we are likely still a few weeks out from launching the program.

Take care,

Derek Hyrkas | Deputy Chief | Police
City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
Website: www.crystallake.org | Phone: 815-356-3767

From <dhyrkas@crystallake.org>
Subject **Amended Press Release**
To <rohit.murti@ring.com>
Date Mon, 4 Mar 2019 15:57:49 +0000

Hello Murti,

I took the liberty of amending the suggested press release. Please review and let me know if it is acceptable.

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Take care,

Derek Hyrkas | Deputy Chief | Police
City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
Website: www.crystallake.org | Phone: 815-356-3767

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PRESS RELEASE

Crystal Lake Police Department

FOR IMMEDIATE RELEASE: **DRAFT**

CONTACT: Deputy Chief Derek Hyrkas
100 West Woodstock Street.
Crystal Lake, Illinois, 60014
(815) 356-3767

Crystal Lake Police Department Joins 'Neighbors' by Ring to Provide Users with Real-Time, Local Crime and Safety Information

The Crystal Lake Police Department announced today that it is joining the Neighbors app to provide the Crystal Lake community with real-time, local crime and safety information. The Neighbors network already has millions of users and has been instrumental in catching package thieves, stopping burglaries, and keeping neighborhoods safe.

Download the free Neighbors app, join your neighborhood, and use the app to: monitor neighborhood activity; share crime and safety-related videos, photos and text-based posts; and receive real-time safety alerts from your neighbors, local law enforcement and the Ring team. The Neighbors app is not an alternative to contact police for emergencies or police reports. All crimes should be reported to 911 or the non-emergency number 815-356-3620.

The Crystal Lake Police Department is pleased to establish the partnership with Ring and the Neighbors App as this will provide the Crystal Lake community with the next generation of a modern day virtual "Neighborhood Watch Program", and improve neighborhood safety by enhancing the flow of information between the residents and police.

Jamie Siminoff, Chief Inventor and Founder of Ring, said: "We're excited to have the Crystal Lake Police Department join Neighbors to keep their community up-to-date on local crime and safety information. Over the past few years we have learned that, when neighbors, the Ring team and law enforcement all work together, we can create safer communities. Neighbors is meant to facilitate real-time communication between these groups, while maintaining neighbor privacy first and foremost. By bringing security to every neighbor with the free Neighbors app, the Crystal Lake community can stay on top of crime and safety alerts as they happen."

How It Works

- Download the Neighbors app by texting **FrederickPD** to **555-888** or via iOS/Android here: https://download.ring.com/frederick).
- Opt-in to join your neighborhood.

- Customize the geographic area you want to receive notifications (users must verify where they are located and cannot participate in other neighborhoods).
- Receive real-time alerts from your neighbors, local law enforcement and the Ring team that inform of crime and safety alerts as they happen.
- View local crime and safety posts via a live feed or interactive map.
- Share text updates, photos and videos taken on any device, including Ring's home security devices.
- Work with your community to make neighborhoods safer.
- **Note: This app should never be used to report a crime. The Crystal Lake Police Department will not monitor the Neighbors app continuously. Please report all crime directly to the police: If an emergency, dial 911. For non-emergency, please call us at 815-356-3620.**

Privacy Notice

The Crystal Lake Police Department will ***not*** have access to any videos unless shared by citizens in the Neighbors app. We will also ***not*** have access to the exact addresses of those who join. Our restrictions will be the very same restrictions set by Ring for any other user in order to safeguard your privacy.

About Ring

Ring's mission is to reduce crime in neighborhoods by creating a Ring of Security around homes and communities. Ring is an Amazon company. The Ring product line, along with Neighbors by Ring, enable Ring to offer affordable, whole-home and neighborhood security devices and services. For more information, visit www.ring.com.

From Rohit Murti <rohit.murti@ring.com>
Subject **Re: Amended Press Release**
To Derek Hyrkas <dhyrkas@crystallake.org>
Date Mon, 4 Mar 2019 12:58:21 -0800

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Territory Manager | Growth Strategy | **Ring**
T 832.992.9910 **E** rohit.murti@ring.com

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Date Thu, 7 Mar 2019 09:27:22 -0800

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Subject **RE: Amended Press Release**
To <rohit.murti@ring.com>
Date Thu, 7 Mar 2019 17:44:01 +0000

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From <srenje@crystallake.org>
Subject **RE: Amended Press Release**
To <rohit.murti@ring.com>, <dhyrkas@crystallake.org>
Date Tue, 12 Mar 2019 14:18:21 +0000

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> **To:** Derek Hyrkas <dhyrkas@crystallake.org>
> **Cc:** Steve Renje <srenje@crystallake.org>
> **Subject:** Re: Amended Press Release
>
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> Thank you.
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> Sincerely,
>
> Rohit D. Murti
> Territory Manager | Growth Strategy | **Ring**
> **T** 832.992.9910 **E** rohit.murti@ring.com

1523 26th Street, Santa Monica, CA 90404

LAPD Crime Study: Ring Partners with LAPD to Reduce Crime in Wilshire Park
Shark Tank: Shark Tank's Biggest Company (password: ring)
LA Times: Ring modernized the doorbell, then went to war against crime
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> Website: www.crystallake.org | Phone: 815-356-3767
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From Rohit Murti <rohit.murti@ring.com>
Subject **Re: Amended Press Release**
To Steve Renje <srenje@crystallake.org>
Date Wed, 13 Mar 2019 16:26:58 -0700

Hello Sergeant Renje,

Absolutely. Please allow me a few days to gain their permission, before I share with you. I will revert shortly. Thank you.

Sincerely,

Rohit D. Murti
Territory Manager | Growth Strategy | **Ring**
T 832.992.9910 **E** rohit.murti@ring.com

ring
1523 26th Street, Santa Monica, CA 90404

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From Rohit Murti <rohit.murti@ring.com>
Subject **Re: Amended Press Release**
To Steve Renje <srenje@crystallake.org>
Date Fri, 15 Mar 2019 11:54:52 -0700

Sergeant,

I have received approval from 2 of the agencies so far. Please find their point of contact and email addresses below. I will share the rest with you as soon as I receive approval.

Roselle PD - tmadden@roselle.il.us - Tamie Madden
Rolling Meadows PD - ManfrediJ@cityrm.org - Sergeant John Manfredi

Thank you.

Sincerely,

Rohit D. Murti
Territory Manager | Growth Strategy | **Ring**
T 832.992.9910 **E** rohit.murti@ring.com

ring
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From <srenje@crystallake.org>
Subject **Automatic reply: Amended Press Release**
To <rohit.murti@ring.com>
Date Fri, 15 Mar 2019 18:55:15 +0000

Greetings,

I will be out of the office until March 27th. If you need immediate assistance, please contact Commander Scott Miller at 815-356-3603.

Thank you

Steve Renje | Patrol Sergeant | Police
City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
Website: www.crystallake.org | Phone: 815-356-3634

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Subject **Re: Amended Press Release**
To Steve Renje <srenje@crystallake.org>
Date Mon, 1 Apr 2019 08:56:00 -0700

Good day Sergeant,

I hope you are doing well. I would like to follow up on the MOU that I shared with you regarding Neighbors Portal by Ring. Is there any assistance I can provide with the process? May I answer any questions that you may have?

Please let me know and I will be happy to assist. Thank you for your time.

Sincerely,

Rohit D. Murti
Community Partnerships Manager | **Ring**
T 832.992.9910 **E** rohit.murti@ring.com

ring
1523 26th Street, Santa Monica, CA 90404

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From <jmattson@crystallake.org>
Subject **Det. Mattson**
To <legal@ring.com>
Date Mon, 22 Apr 2019 17:39:46 +0000

We are investigating a missing five year who was last seen at 94 Dole Ave, Crystal Lake IL 60014 on 04-17-2019.

I am looking to see if we can identify anyone with ring cameras in the area who we can contact for video.
Looking to see if you have stored video on your servers that we can access and if so how long do you keep the video for.

Thanks

Det. Mattson.

Jeff Mattson | Detective | Police
City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
Website: www.crystallake.org | Phone: 815-356-3608

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From Rohit Murti <rohit.murti@ring.com>
Subject **Ring MOU (One Time Request)**
To <jmattson@crystallake.org>
Date Mon, 22 Apr 2019 11:26:17 -0700

Detective Mattson,

Following up on our call this morning, it is our privilege to assist with your request. As mentioned, we typically require an MOU be in place before providing access to Portal, but based on the "time is of the essence" scenario you described, we will provide access for this one incident.

That said, the MOU contains two specific clauses that Crystal Lake PD will have to agree to before we can provide access. These are:

- Unless otherwise required by law, the agency and its affiliates and employees shall not disclose any information that is designated as confidential or that, given the nature of the information or the circumstances surrounding its disclosure, reasonably should be considered as confidential.
- The agency agrees it will maintain appropriate access controls for its personnel to use the Neighbors Portal.

If you will acknowledge your understanding and agreement of these two items, I'll introduce you to a technician who will provide access to Portal, then walk you through the video request feature. You will maintain access to portal going forward, but I would ask that you refrain from using on other cases until we can formalize the full agreement.

Please reach me anytime at (832) 992-9910 if you have any questions.

Sincerely,

Rohit D. Murti
Community Partnerships Manager
T 832.992.9910 **E** rohit.murti@ring.com

ring

1523 26th St.
Santa Monica, CA 90404
www.ring.com



Download the Neighbors App.
Join the new neighborhood watch.

From <jmattson@crystallake.org>
Subject **RE: Ring MOU (One Time Request)**
To <rohit.murti@ring.com>
Date Mon, 22 Apr 2019 18:31:55 +0000

I agree to the two terms.

Jeff Mattson

From: Rohit Murti <rohit.murti@ring.com>
Sent: Monday, April 22, 2019 1:26 PM
To: Jeff Mattson <jmattson@crystallake.org>
Subject: Ring MOU (One Time Request)

Detective Mattson,

Following up on our call this morning, it is our privilege to assist with your request. As mentioned, we typically require an MOU be in place before providing access to Portal, but based on the "time is of the essence" scenario you described, we will provide access for this one incident.

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Please reach me anytime at (832) 992-9910 if you have any questions.

Sincerely,

Rohit D. Murti
Community Partnerships Manager
T 832.992.9910 **E** rohit.murti@ring.com

ring

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Santa Monica, CA 90404
www.ring.com



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Jeff Mattson | Detective | Police
City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
Website: www.crystallake.org | Phone: 815-356-3608

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From Rohit Murti <rohit.murti@ring.com>
Subject **Re: Ring MOU (One Time Request)**
To Jeff Mattson <jmattson@crystallake.org>, Anthony Modestine <anthony.modestine@ring.com>
Date Mon, 22 Apr 2019 11:46:53 -0700

Detective,

Thank you for the acknowledgment.

Anthony, let me make a quick introduction to Detective Mattson at the Crystal Lake Police Department. As you and I discussed earlier, we are providing Detective Mattson with access to portal (pre-MOU) to assist with an ongoing investigation. Within Portal he'll be able to view the video feed (Neighbors Posts) from the time/date in question and will be able to request video from device owners who may have captured something relevant to their ongoing investigation.

I explained the best way to accomplish this without the formal training would be a screen share (where you can see and direct Detective Mattson on the step by step instructions) and then explain how he will access shared video. I'm hoping you two can connect today respecting the urgency of the matter. Contact information for both follows.

Detective Mattson

Crystal Lake Police Department

100 W Woodstock St

Crystal Lake, IL 60014

USA

Phone: (815) 451-5313

Email: On Copy

Anthony Modestine, Partner Success Associate - Law Enforcement
Phone: (610) 220-5432
Email: On Copy

It's my sincere hope that we are able to help on the matter. You both please take it from here.

Sincerely,

Rohit D. Murti
Community Partnerships Manager
T 832.992.9910 **E** rohit.murti@ring.com

ring

1523 26th St.
Santa Monica, CA 90404
www.ring.com



Download the Neighbors App.
Join the new neighborhood watch.

On Mon, Apr 22, 2019 at 11:32 AM Jeff Mattson <jmattson@crystallake.org> wrote:

> I agree to the two terms.
>
> Jeff Mattson
>
> **From:** Rohit Murti <rohit.murti@ring.com>
> **Sent:** Monday, April 22, 2019 1:26 PM
> **To:** Jeff Mattson <jmattson@crystallake.org>
> **Subject:** Ring MOU (One Time Request)

Detective Mattson,

Following up on our call this morning, it is our privilege to assist with your request. As mentioned, we typically require an MOU be in place before providing access to Portal, but based on the "time is of the essence" scenario you described, we will provide access for this one incident.

That said, the MOU contains two specific clauses that Crystal Lake PD will have to agree to before we can provide access. These are:

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Please reach me anytime at (832) 992-9910 if you have any questions.

Sincerely,

Rohit D. Murti

Community Partnerships Manager
T 832.992.9910 E rohit.murti@ring.com

ring

1523 26th St.
Santa Monica, CA 90404
www.ring.com



Download the Neighbors App.
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Jeff Mattson | Detective | Police
City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
Website: www.crystallake.org | Phone: 815-356-3608

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From Anthony Modestine <anthony.modestine@ring.com>
Subject **Re: Ring MOU (One Time Request)**
Date Mon, 22 Apr 2019 14:49:15 -0400

Join Zoom Meeting
https://ring.zoom.us/j/7551771918

Please dial by your location and enter the Meeting ID to join the call for Audio if your computer does not have a microphone.
+1 646 876 9923 US (New York)
+1 669 900 6833 US (San Jose)
+1 855 880 1246 US Toll-free
+1 877 853 5257 US Toll-free
Meeting ID: 755 177 1918
Find your local number: https://zoom.us/u/acyJwLV2yp

Anthony Modestine
Partner Success Associate
Anthony@ring.com

ring

1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com

Download the Neighbors App.
Join the new neighborhood watch.

On Mon, Apr 22, 2019 at 2:47 PM Rohit Murti <rohit.murti@ring.com> wrote:

Detective,

Thank you for the acknowledgment.

Anthony, let me make a quick introduction to Detective Mattson at the Crystal Lake Police Department. As you and I discussed earlier, we are providing Detective Mattson with access to portal (pre-MOU) to assist with an ongoing investigation. Within Portal he'll be able to view the video feed (Neighbors Posts) from the time/date in question and will be able to request video from device owners who may have captured something relevant to their ongoing investigation.

I explained the best way to accomplish this without the formal training would be a screen share (where you can see and direct Detective Mattson on the step by step instructions) and then explain how he will access shared video. I'm hoping you two can connect today respecting the urgency of the matter. Contact information for both follows.

Detective Mattson

Crystal Lake Police Department

100 W Woodstock St

Crystal Lake, IL 60014

USA

Phone: (815) 451-5313

Email: On Copy

Anthony Modestine, Partner Success Associate - Law Enforcement
Phone: (610) 220-5432
Email: On Copy

It's my sincere hope that we are able to help on the matter. You both please take it from here.

Sincerely,

Rohit D. Murti
Community Partnerships Manager
T 832.992.9910 E rohit.murti@ring.com

1523 26th St.
Santa Monica, CA 90404
www.ring.com

Download the Neighbors App.
Join the new neighborhood watch.

On Mon, Apr 22, 2019 at 11:32 AM Jeff Mattson <jmattson@crystallake.org> wrote:

I agree to the two terms.

Jeff Mattson

From: Rohit Murti <rohit.murti@ring.com>
Sent: Monday, April 22, 2019 1:26 PM
To: Jeff Mattson <jmattson@crystallake.org>
Subject: Ring MOU (One Time Request)

Detective Mattson,

Following up on our call this morning, it is our privilege to assist with your request. As mentioned, we typically require an MOU be in place before providing access to Portal, but based on the "time is of the essence" scenario you described, we will provide access for this one incident.

That said, the MOU contains two specific clauses that Crystal Lake PD will have to agree to before we can provide access. These are:

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Please reach me anytime at (832) 992-9910 if you have any questions.

Sincerely,

Rohit D. Murti

Community Partnerships Manager
T 832.992.9910 **E** rohit.murti@ring.com

1523 26th St.
Santa Monica, CA 90404
www.ring.com

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Jeff Mattson | Detective | Police

City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014

Website: www.crystallake.org | Phone: 815-356-3608

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From Ring Team <no-reply@ring.com>
Subject **You've been invited to join Ring Neighbors Portal**
To <jmattson@crystallake.org>
Date Mon, 22 Apr 2019 18:49:53 +0000

ring

You've been invited to join Ring Neighbors Portal.

Ring invites you to join the **Crystal Lake Police Department** in the Ring Neighbors Portal.

Neighbors Portal provides the **Crystal Lake Police Department** with access to the Neighbors App, which is the largest crime-focused neighborhood watch in the country. You'll also have the ability to request video footage from Ring video doorbells and security cameras to assist in your investigations.

Join Portal Now

*Neighbors Portal is currently only supported in Google Chrome & Firefox browsers. Unfortunately, Internet Explorer is currently not supported.

Email intended for jmattson@crystallake.org.

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ring

From Anthony Modestine <anthony.modestine@ring.com>
Subject **Ring Alert - Introduction**
To Jeff Mattson <jmattson@crystallake.org>, Carley Platt <carley@ring.com>
Date Mon, 22 Apr 2019 15:30:20 -0400

Hi Detective Mattson,

I would like to introduce Carley Platt who is The Neighborhood's Content Manager. Carley will be able to help put out a Ring Alert targeting social media to get more eyes and ears on the Missing Child.

Carley, can you please connect with Det Mattson on this matter?

Detective Mattson

Crystal Lake Police Department

100 W Woodstock St

Crystal Lake, IL 60014

USA

Phone: (815) 451-5313

Anthony Modestine

Partner Success Associate
Anthony@ring.com

ring

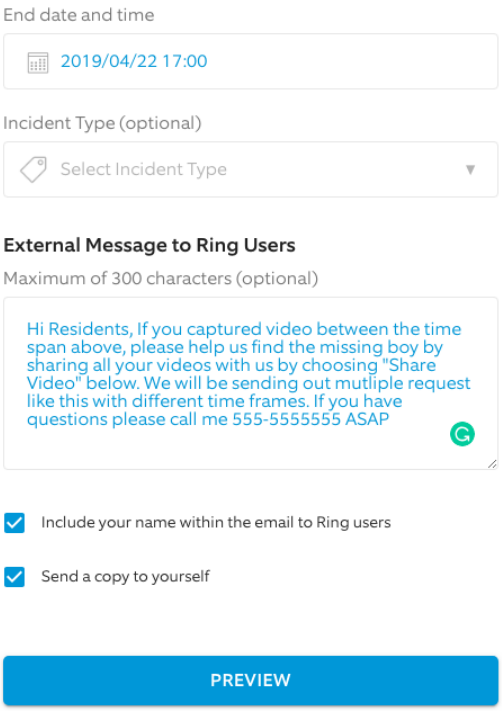
1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com

Download the Neighbors App.
Join the new neighborhood watch.

From Anthony Modestine <anthony.modestine@ring.com>
Subject **Video Reuqest: External message**
To Jeff Mattson <jmattson@crystallake.org>
Date Mon, 22 Apr 2019 15:57:15 -0400

Detective Mattison,

There is a limit of wording you can use for the external message. Example below:



Anthony Modestine
Partner Success Associate
Anthony@ring.com

---

ring

1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com

Download the Neighbors App.
Join the new neighborhood watch.

From Ring Subpoenas <subpoenas@ring.com>
Subject **Re: Det. Mattson**
To <jmattson@crystallake.org>
Date Mon, 22 Apr 2019 13:02:21 -0700

Hi Detective Mattson,

Thank you for your inquiry, which was forwarded to our team for handling. We have sent your information to our Neighbors team who will contact you with additional information regarding your request.

Please note that Ring is unable to search its systems based on Geo location. However, if you identify specific Ring devices (MAC IDs) within the area of interest, you can submit a preservation letter or appropriate legal process to subpoenas@ring.com for those devices. A search warrant is required in order to produce video content.

Alternatively, if the owner of the account wishes to retrieve their data and have Ring provide a copy to someone on your team, you can use Ring's Consent and Verification form (attached). Please note that the primary Ring account holder will need to complete the form, sign it and email it to Ring at subpoenas@ring.com from their primary email address registered with Ring.

Please also note that Ring only stores videos if the user subscribes to a Ring Protect plan, and Ring's storage plan generally retains videos for up to 60 days unless a user deletes a video sooner.

For additional information, please see Ring's Law Enforcement Guidelines located at https://support.ring.com/hc/en-us/articles/360001318523-Law-Enforcement-Guidelines.

If you have further questions, please contact us at subpoenas@ring.com.

Respectfully,
The Ring Subpoenas Team

---------- Forwarded message ---------
From: **Jeff Mattson** <jmattson@crystallake.org>
Date: Mon, Apr 22, 2019 at 10:40 AM
Subject: Det. Mattson
To: legal@ring.com <legal@ring.com>

We are investigating a missing five year who was last seen at 94 Dole Ave, Crystal Lake IL 60014 on 04-17-2019.

I am looking to see if we can identify anyone with ring cameras in the area who we can contact for video.

Looking to see if you have stored video on your servers that we can access and if so how long do you keep the video for.

Thanks

Det. Mattson.

Jeff Mattson | Detective | Police
City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
Website: www.crystallake.org | Phone: 815-356-3608

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Account Verification & Consent to Disclose

Ring IR # _____

Account Details

Full Name: _____

Primary Email: _____

Address/Location: _____

Phone Number: _____

Account Information to be produced

Description of data: _____

(Example: Audio/Video files and associated Metadata)

Device Specific Details: _____

(Device MAC ID or device description or location)

Specific dates (and times/time zones as appropriate): _____

_____

Owner's Consent

I, _____, owner of the Ring account specified above, do hereby grant my consent for Ring to produce the above specified account information to:

_____.

In connection with this authority to release information, I do hereby agree to hold harmless Ring, Inc. for the disclosure of such information and forever waive on my behalf, and on behalf of my heirs and assigns, any and all claims resulting from disclosure of the specified information related to this account pursuant to this authorization.

Account Owner Signature: _____ Date: _____

To complete the Verification step of the consent process please fill out form including signature and date, save as .pdf document and email the form from the owner's primary email account to subpoenas@ring.com

From Anthony Modestine <anthony.modestine@ring.com>
Subject **Re: Video Reuqest: External message**
To Jeff Mattson <jmattson@crystallake.org>
Date Mon, 22 Apr 2019 16:02:28 -0400

Also, I just heard word from my legal department. We can send out the Law Enforcement Post, when you are ready, give me a call and I will show you how that is done.

610-220-5432
Anthony Modestine
Partner Success Associate
Anthony@ring.com

ring

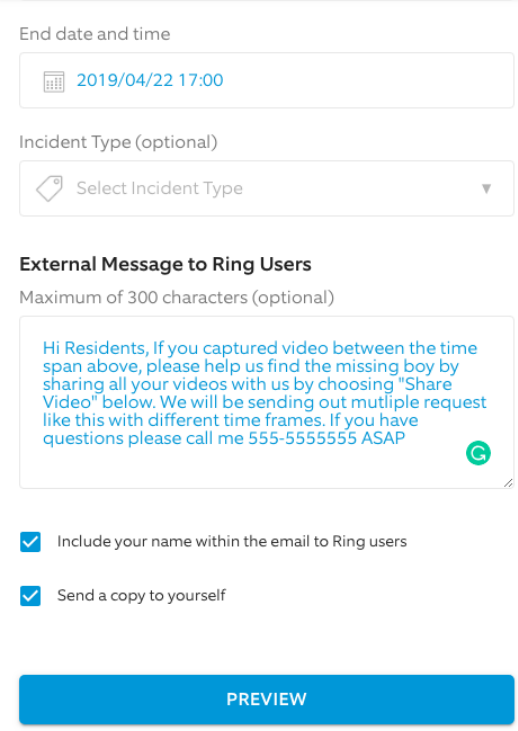
1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com

Download the Neighbors App.
Join the new neighborhood watch.

On Mon, Apr 22, 2019 at 3:57 PM Anthony Modestine <anthony.modestine@ring.com> wrote:

Detective Mattison,

There is a limit of wording you can use for the external message. Example below:



Anthony Modestine
Partner Success Associate
Anthony@ring.com

ring

1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com

Download the Neighbors App.
Join the new neighborhood watch.

From Ring Team <videorequest@ring.com>
Subject **Incident Near Your Home: Crystal Lake Police Department needs your help!**
To <jmattson@crystallake.org>
Date Mon, 22 Apr 2019 20:22:16 +0000

This is your copy of the Request Video email.
The links below have been disabled in this copy, but the links are active for Ring users.

ring

Dear Neighbor,

Detective Jeff Mattson of the **Crystal Lake Police Department** is investigating an incident that occurred near your home and your Ring device may have captured video that can help. **Detective Mattson** of the **Crystal Lake Police Department** is seeking videos recorded between: April 17th from 9:00 PM to 9:00 AM on April 18th

A message from **Detective Mattson:**

> Crystal Lake Police are requesting any video that residents may have on their camera systems from Monday 04-15-2019 around 0700hrs through 04-18-2019 at 0900hrs. Crystal Lake Police are conducting an investigation of a missing child and are in need of any video the community may have.

Share Videos | Review Videos

Ring login required

Sharing your Ring videos is absolutely your choice, and none of your information has been shared with law enforcement. However, if you'd like to take direct action against crime in your community, this is a great opportunity by sharing your Ring videos and your contact information with **Detective Mattson** of the **Crystal Lake Police Department**.

This is a time-sensitive matter, so we look forward to your prompt action. Thank you for making your neighborhood a safer place.

Stay safe,
Ring Team

If you have any questions or concerns, please contact **Detective Mattson** at **Crystal Lake Police Department** or the Ring Video Request Team at videorequest@ring.com.

Please unsubscribe me from future requests to share footage

Email intended for jmattson@crystallake.org.

Learn more about video requests.

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Privacy Notice | Support | Terms of Service

ring

From Ring Team <videorequest@ring.com>
Subject **Incident Near Your Home: Crystal Lake Police Department needs your help!**
To <jmattson@crystallake.org>
Date Mon, 22 Apr 2019 20:26:02 +0000

This is your copy of the Request Video email.
The links below have been disabled in this copy, but the links are active for Ring users.

ring

Dear Neighbor,

Detective Jeff Mattson of the **Crystal Lake Police Department** is investigating an incident that occurred near your home and your Ring device may have captured video that can help. **Detective Mattson** of the **Crystal Lake Police Department** is seeking videos recorded between: April 15th from 7:00 AM to 7:00 PM

A message from **Detective Mattson:**

> Please email Detective Mattson any video you may have outside the requested 12hrs requested on 04-18-19. If you have additional video that may help up from 04-15-19 through 04-18-19 please email those videos to jmattson@crystallake.org if you would like to speak with me you can call 815-356-3608.

Share Videos | Review Videos

Ring login required

Sharing your Ring videos is absolutely your choice, and none of your information has been shared with law enforcement. However, if you'd like to take direct action against crime in your community, this is a great opportunity by sharing your Ring videos and your contact information with **Detective Mattson** of the **Crystal Lake Police Department**.

This is a time-sensitive matter, so we look forward to your prompt action. Thank you for making your neighborhood a safer place.

Stay safe,
Ring Team

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Please unsubscribe me from future requests to share footage

Email intended for jmattson@crystallake.org.

Learn more about video requests.

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ring

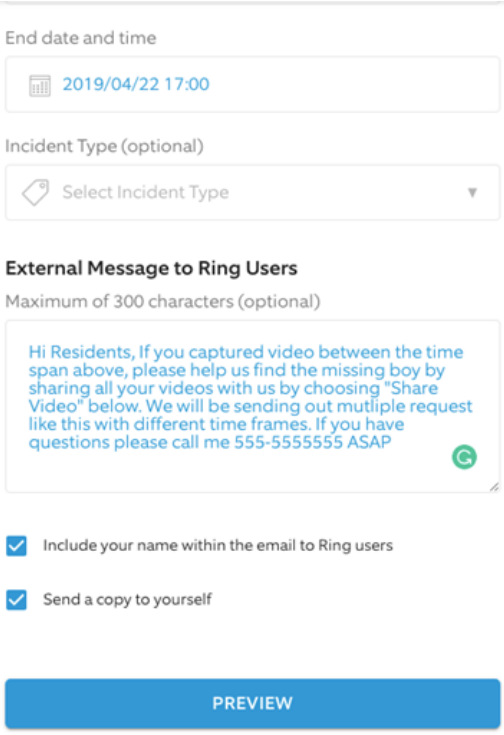
From <jmattson@crystallake.org>
Subject **RE: Video Reuqest: External message**
To <anthony.modestine@ring.com>
Date Mon, 22 Apr 2019 20:32:51 +0000

Hello community, My name is Detective Mattson with the Crystal Lake Police Department. The Crystal Lake Police Department is investigating a missing child investigation in which a ring alert requesting video has been sent to ring customers. This request is for any video from Monday 04-15-19 at 0700hrs through 04-18-19 at 0900hrs. Any member of the community who may have video that could help investigators is asked to please share those videos/images with the Crystal Lake Police Department. jmattson@crystallake.org Thank you all for your assistance and helping us bring AJ home.

From: Anthony Modestine <anthony.modestine@ring.com>
Sent: Monday, April 22, 2019 2:57 PM
To: Jeff Mattson <jmattson@crystallake.org>
Subject: Video Reuqest: External message

Detective Mattison,

There is a limit of wording you can use for the external message. Example below:



Anthony Modestine
Partner Success Associate
Anthony@ring.com

1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com

Download the Neighbors App.
Join the new neighborhood watch.

Jeff Mattson | Detective | Police
City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
Website: www.crystallake.org | Phone: 815-356-3608

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From Anthony Modestine <anthony.modestine@ring.com>
Subject **Re: Video Reuqest: External message**
To Jeff Mattson <jmattson@crystallake.org>
Date Mon, 22 Apr 2019 16:35:50 -0400

Hello community, My name is Detective Mattson with the Crystal Lake Police Department. The Crystal Lake Police Department is investigating a missing child investigation in which a ring email requesting videos has been sent out to ring neighbors on our behalf. This request is for any video from Monday 04-15-19 at 0700hrs through 04-18-19 at 0900hrs. Any members of the community who may have video that could help investigators is asked to please share those videos/images with the Crystal Lake Police Department as this is a time sensitive matter. jmattson@crystallake.org Thank you all for your assistance and helping us bring AJ home.

Anthony Modestine
Partner Success Associate
Anthony@ring.com

ring

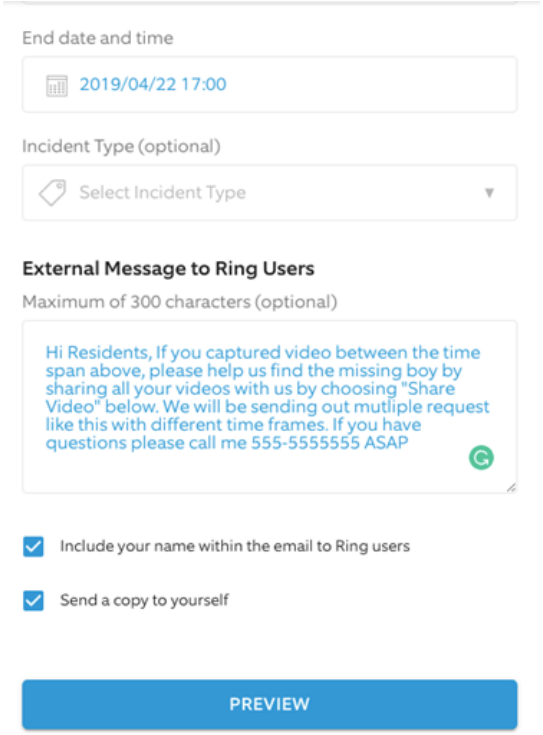
1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com



Download the Neighbors App.
Join the new neighborhood watch.

On Mon, Apr 22, 2019 at 4:33 PM Jeff Mattson <jmattson@crystallake.org> wrote:

> Hello community, My name is Detective Mattson with the Crystal Lake Police Department. The Crystal Lake Police Department is investigating a missing child investigation in which a ring alert requesting video has been sent to ring customers. This request is for any video from Monday 04-15-19 at 0700hrs through 04-18-19 at 0900hrs. Any member of the community who may have video that could help investigators is asked to please share those videos/images with the Crystal Lake Police Department. jmattson@crystallake.org Thank you all for your assistance and helping us bring AJ home.
>
> **From:** Anthony Modestine <anthony.modestine@ring.com>
> **Sent:** Monday, April 22, 2019 2:57 PM
> **To:** Jeff Mattson <jmattson@crystallake.org>
> **Subject:** Video Reuqest: External message
>
> Detective Mattison,
>
> There is a limit of wording you can use for the external message. Example below:



Anthony Modestine

Partner Success Associate
Anthony@ring.com

1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com

Download the Neighbors App.
Join the new neighborhood watch.

Jeff Mattson | Detective | Police
City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
Website: www.crystallake.org | Phone: 815-356-3608

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From Ring Team <videorequest@ring.com>
Subject **Incident Near Your Home: Crystal Lake Police Department needs your help!**
To <jmattson@crystallake.org>
Date Mon, 22 Apr 2019 20:54:11 +0000

This is your copy of the Request Video email.
The links below have been disabled in this copy, but the links are active for Ring users.

ring

Dear Neighbor,

Detective Jeff Mattson of the **Crystal Lake Police Department** is investigating an incident that occurred near your home and your Ring device may have captured video that can help. **Detective Mattson** of the **Crystal Lake Police Department** is seeking videos recorded between: April 15th from 8:00 AM to 8:00 PM

A message from **Detective Mattson:**

> Hello community, My name is Detective Mattson with the Crystal Lake Police Department. The Crystal Lake Police Department is investigating a missing child investigation in which a ring email requesting videos has been sent out to ring neighbors on our behalf. This request is for any video from Mon

Share Videos | Review Videos

Ring login required

Sharing your Ring videos is absolutely your choice, and none of your information has been shared with law enforcement. However, if you'd like to take direct action against crime in your community, this is a great opportunity by sharing your Ring videos and your contact information with **Detective Mattson** of the **Crystal Lake Police Department**.

This is a time-sensitive matter, so we look forward to your prompt action. Thank you for making your neighborhood a safer place.

Stay safe,
Ring Team

If you have any questions or concerns, please contact **Detective Mattson** at **Crystal Lake Police Department** or the Ring Video Request Team at videorequest@ring.com.

Please unsubscribe me from future requests to share footage

Email intended for jmattson@crystallake.org.

Learn more about video requests.

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ring

From Ring Team <videorequest@ring.com>
Subject **Incident Near Your Home: Crystal Lake Police Department needs your help!**
To <jmattson@crystallake.org>
Date Mon, 22 Apr 2019 20:56:38 +0000

This is your copy of the Request Video email.
The links below have been disabled in this copy, but the links are active for Ring users.

ring

Dear Neighbor,

Detective Jeff Mattson of the **Crystal Lake Police Department** is investigating an incident that occurred near your home and your Ring device may have captured video that can help. **Detective Mattson** of the **Crystal Lake Police Department** is seeking videos recorded between: April 17th from 10:00 PM to 8:00 AM on April 18th

A message from **Detective Mattson:**

> Please email Detective Mattson any and all video from 04-15-2019 through 0900hrs on 04-18-2019 at jmattson@crystallake.org any questions please feel free to contact me at 815-356-3608

Share Videos | Review Videos

Ring login required

Sharing your Ring videos is absolutely your choice, and none of your information has been shared with law enforcement. However, if you'd like to take direct action against crime in your community, this is a great opportunity by sharing your Ring videos and your contact information with **Detective Mattson** of the **Crystal Lake Police Department**.

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Please unsubscribe me from future requests to share footage

Email intended for jmattson@crystallake.org.

Learn more about video requests.

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ring

From Anthony Modestine <anthony.modestine@ring.com>
Subject **Re: Video Reuqest: External message**
To Jeff Mattson <jmattson@crystallake.org>
Date Mon, 22 Apr 2019 16:58:43 -0400

Hello community, My name is Detective Mattson with the Crystal Lake Police Department. The Crystal Lake Police Department is investigating a missing child investigation in which Ring is emailing Ring users on the Crystal Lake PDs behalf to gather any videos that can help with our investigation. This request is for any video from Monday 04-15-19 at 7am through 04-18-19 at 0900hrs. Any members of the community who may have video that could help investigators is asked to please share those videos/images with the Crystal Lake Police Department as this is a time sensitive matter. jmattson@crystallake.org Thank you all for your assistance and helping us bring AJ home.

Anthony Modestine
Partner Success Associate
Anthony@ring.com

ring

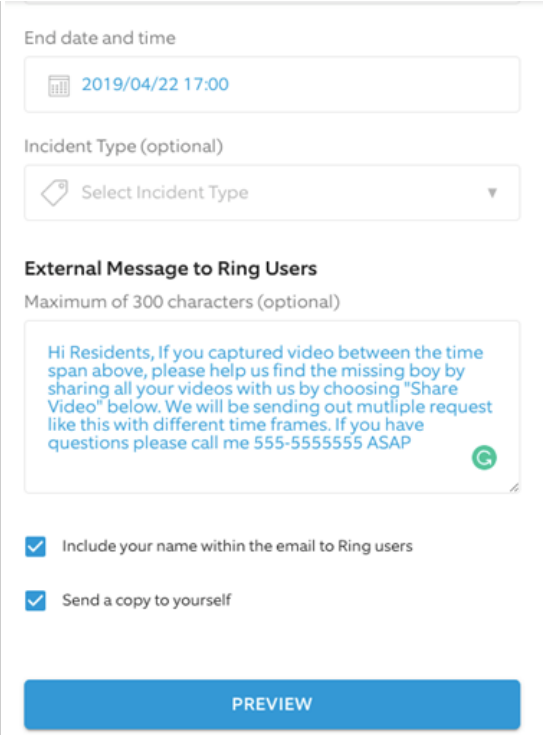
1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com



Download the Neighbors App.
Join the new neighborhood watch.

On Mon, Apr 22, 2019 at 4:35 PM Anthony Modestine <anthony.modestine@ring.com> wrote:

> Hello community, My name is Detective Mattson with the Crystal Lake Police Department. The Crystal Lake Police Department is investigating a missing child investigation in which a ring email requesting videos has been sent out to ring neighbors on our behalf. This request is for any video from Monday 04-15-19 at 0700hrs through 04-18-19 at 0900hrs. Any members of the community who may have video that could help investigators is asked to please share those videos/images with the Crystal Lake Police Department as this is a time sensitive matter. jmattson@crystallake.org Thank you all for your assistance and helping us bring AJ home.
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> >
> > **From:** Anthony Modestine <anthony.modestine@ring.com>
> > **Sent:** Monday, April 22, 2019 2:57 PM
> > **To:** Jeff Mattson <jmattson@crystallake.org>
> > **Subject:** Video Reuqest: External message
> >
> > Detective Mattison,
> >
> > There is a limit of wording you can use for the external message. Example below:



Anthony Modestine

Partner Success Associate
Anthony@ring.com

1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com

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City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
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From Carley Platt <carley@ring.com>
Subject **Re: Ring Alert - Introduction**
To Jeff Mattson <jmattson@crystallake.org>
Date Mon, 22 Apr 2019 14:08:31 -0700

Thank you for the introduction, Anthony.

Hi Detective Mattson,

We would love to help get a Neighborhood Alert sent out to Crystal Lake residents and encourage anyone with any information to contact you. Can you please send over a picture of the child and any details you have on him, where he was last seen, if there are any specific areas you'd like to target, etc. We will also need the report number.

Thank you

On Mon, Apr 22, 2019 at 12:30 PM Anthony Modestine <anthony.modestine@ring.com> wrote:

> Hi Detective Mattson,
>
> I would like to introduce Carley Platt who is The Neighborhood's Content Manager. Carley will be able to help put out a Ring Alert targeting social media to get more eyes and ears on the Missing Child.
>
> Carley, can you please connect with Det Mattson on this matter?
>
> **Detective Mattson**
>
> Crystal Lake Police Department
>
> 100 W Woodstock St
>
> Crystal Lake, IL 60014
>
> USA
>
> Phone: (815) 451-5313

Anthony Modestine
Partner Success Associate
Anthony@ring.com

ring

1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com

Download the Neighbors App.
Join the new neighborhood watch.

--

Carley Platt
Neighborhoods Content Manager
818-809-9617
carley@ring.com

ring

1523 26th St.
Santa Monica, CA 90404
www.ring.com

Download the Neighbors App.
Join the new neighborhood watch.

From Ring Team <no-reply@ring.com>
Subject **New Video Received on Your Case #19-7922!**
To <jmattson@crystallake.org>
Date Mon, 22 Apr 2019 21:09:50 +0000

ring Neighbors Portal

Hi Detective Mattson,

A Neighbor has responded to your Video Request for one of your cases:

Case #:

19-7922

Incident Location:

94 Dole Avenue, Crystal Lake, IL, USA

Start Date & Time:

04/15/2019 13:00

End Date & Time:

04/16/2019 01:00

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Email intended for jmattson@crystallake.org.

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ring

From Ring Team <no-reply@ring.com>
Subject **New Video Received on Your Case #19-007922!**
To <jmattson@crystallake.org>
Date Mon, 22 Apr 2019 21:12:34 +0000

ring Neighbors Portal

Hi Detective Mattson,

A Neighbor has responded to your Video Request for one of your cases:

Case #:

19-007922

Incident Location:

94 Dole Avenue, Crystal Lake, IL, USA

Start Date & Time:

04/18/2019 03:00

End Date & Time:

04/18/2019 13:00

REVIEW NEW VIDEOS NOW

Email intended for jmattson@crystallake.org.

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ring

From Anthony Modestine <anthony.modestine@ring.com>
Subject **Re: Video Reuqest: External message**
To Jeff Mattson <jmattson@crystallake.org>
Date Mon, 22 Apr 2019 17:02:12 -0400

Anthony Modestine
Partner Success Associate
Anthony@ring.com

ring

1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com



Download the Neighbors App.
Join the new neighborhood watch.

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> Anthony Modestine
> Partner Success Associate
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> ring
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> 1200 Atwater Dr Ste 225
> Malvern, Pa 19355
> www.ring.com
>
> 
>
> Download the Neighbors App.
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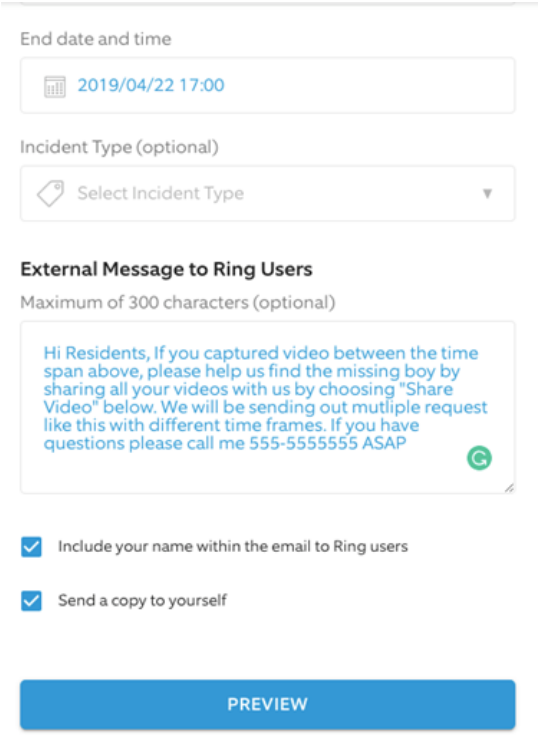
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From: Anthony Modestine <anthony.modestine@ring.com>
Sent: Monday, April 22, 2019 2:57 PM
To: Jeff Mattson <jmattson@crystallake.org>
Subject: Video Reuqest: External message

Detective Mattison,

There is a limit of wording you can use for the external message. Example below:



Anthony Modestine

Partner Success Associate
Anthony@ring.com

1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com

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Jeff Mattson | Detective | Police
City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
Website: www.crystallake.org | Phone: 815-356-3608

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From <jmattson@crystallake.org>
Subject **RE: Ring Alert - Introduction**
To <carley@ring.com>
Date Mon, 22 Apr 2019 21:14:59 +0000

Last seen at home on 04-17-119 at 9pm.

Det. Mattson

From: Carley Platt <carley@ring.com>
Sent: Monday, April 22, 2019 4:09 PM
To: Jeff Mattson <jmattson@crystallake.org>
Cc: Anthony Modestine <anthony.modestine@ring.com>
Subject: Re: Ring Alert - Introduction

Thank you for the introduction, Anthony.

Hi Detective Mattson,

We would love to help get a Neighborhood Alert sent out to Crystal Lake residents and encourage anyone with any information to contact you. Can you please send over a picture of the child and any details you have on him, where he was last seen, if there are any specific areas you'd like to target, etc. We will also need the report number.

Thank you

Jeff Mattson | Detective | Police
City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
Website: www.crystallake.org | Phone: 815-356-3608

On Mon, Apr 22, 2019 at 12:30 PM Anthony Modestine <anthony.modestine@ring.com> wrote:

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>
> Carley, can you please connect with Det Mattson on this matter?
>
> **Detective Mattson**
> Crystal Lake Police Department
>
> 100 W Woodstock St
>
> Crystal Lake, IL 60014
>
> USA
>
> Phone: (815) 451-5313
>
> Anthony Modestine
> Partner Success Associate
> Anthony@ring.com
>
> ring
>
> 1200 Atwater Dr Ste 225
> Malvern, Pa 19355
>
> www.ring.com
>
> Download the Neighbors App.
> Join the new neighborhood watch.

--

Carley Platt

Neighborhoods Content Manager
818-809-9617
carley@ring.com

1523 26th St.
Santa Monica, CA 90404
www.ring.com

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Attempt to locate-Missing Endangered Child

Sent: 2019-04-18 @ 12:26 Case: CLPD-19-007922 Author: E. Pluviose





Andrew T Freund M/W 10-14-13 was reported missing earlier this morning from his residence in the 50-100 block of Dole Avenue, Crystal Lake. He was last seen on 04-17-19 at approximately 2100 hours. He was possibly wearing a blue "Mario" shirt, black sweatpants, unknown shoes. He has blonde hair (buzz cut), brown eyes, thin build, and approximately 3'5". No medical concerns reported.

He's been entered into LEADS: LEADS# M19A7483

Please contact the Crystal Lake Police Department with any information.

Crystal Lake Police Department
815-356-3620

This bulletin is CONFIDENTIAL unless designated otherwise within the bulletin. Created with APBnet software vrs. 180330

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Crystal Lake PD needs your help"**
To <jmattson@crystallake.org>
Date Mon, 22 Apr 2019 21:16:37 +0000

ring Neighbors Portal

Hi Detective Mattson,

A Neighbor recently commented on one of your posts:

Post Title:

Crystal Lake PD needs your help

Neighbor Comment

Neighbor13 wrote: "please find AJ. He's on my mind every day. "

VIEW POST

Email intended for jmattson@crystallake.org.

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Crystal Lake PD needs your help"**
To <jmattson@crystallake.org>
Date Mon, 22 Apr 2019 21:21:35 +0000

ring Neighbors Portal

Hi Detective Mattson,

A Neighbor recently commented on one of your posts:

Post Title:

Crystal Lake PD needs your help

Neighbor Comment

Neighbor16 wrote: "Thank you for your hard work. "

VIEW POST

Email intended for jmattson@crystallake.org.

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Crystal Lake PD needs your help"**
To <jmattson@crystallake.org>
Date Mon, 22 Apr 2019 21:23:30 +0000

ring Neighbors Portal

Hi Detective Mattson,

A Neighbor recently commented on one of your posts:

Post Title:

Crystal Lake PD needs your help

Neighbor Comment

Neighbor21 wrote: "what a great resource! I hope this boy is safe! "

VIEW POST

Email intended for jmattson@crystallake.org.

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Crystal Lake PD needs your help"**
To <jmattson@crystallake.org>
Date Mon, 22 Apr 2019 21:23:52 +0000

ring Neighbors Portal

Hi Detective Mattson,

A Neighbor recently commented on one of your posts:

Post Title:

Crystal Lake PD needs your help

Neighbor Comment

Neighbor18 wrote: "Oh please, I hope they find something that helps in this case. Prayers for AJ"

VIEW POST

Email intended for jmattson@crystallake.org.

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ring

From Carley Platt <carley@ring.com>
Subject **Re: Ring Alert - Introduction**
To Jeff Mattson <jmattson@crystallake.org>
Date Mon, 22 Apr 2019 14:32:37 -0700

Thank you for sending that over. We will have a Neighborhood Alert sent out shortly. I will send the link your way.

On Mon, Apr 22, 2019 at 2:16 PM Jeff Mattson <jmattson@crystallake.org> wrote:

> Last seen at home on 04-17-119 at 9pm.
>
> Det. Mattson
>
> **From:** Carley Platt <carley@ring.com>
> **Sent:** Monday, April 22, 2019 4:09 PM
> **To:** Jeff Mattson <jmattson@crystallake.org>
> **Cc:** Anthony Modestine <anthony.modestine@ring.com>
> **Subject:** Re: Ring Alert - Introduction
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> Thank you
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Phone: (815) 451-5313

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Partner Success Associate
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carley@ring.com

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Neighborhoods Content Manager
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carley@ring.com

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Santa Monica, CA 90404
www.ring.com

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From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Crystal Lake PD needs your help"**
To <jmattson@crystallake.org>
Date Mon, 22 Apr 2019 21:33:37 +0000

ring Neighbors Portal

Hi Detective Mattson,

A Neighbor recently commented on one of your posts:

Post Title:

Crystal Lake PD needs your help

Neighbor Comment

Neighbor23 wrote: "This breaks my heart □"

VIEW POST

Email intended for jmattson@crystallake.org.

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ring

From <jmattson@crystallake.org>
Subject **RE: Ring Alert - Introduction**
To <carley@ring.com>
Date Mon, 22 Apr 2019 21:36:26 +0000

Thank you. I am leaving for the day and will be back at 8am tomorrow morning. Thank you all for your help today and helping us with this case.

Jeff

From: Carley Platt <carley@ring.com>
Sent: Monday, April 22, 2019 4:33 PM
To: Jeff Mattson <jmattson@crystallake.org>
Subject: Re: Ring Alert - Introduction

Thank you for sending that over. We will have a Neighborhood Alert sent out shortly. I will send the link your way.

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> > ring

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--

Carley Platt

Neighborhoods Content Manager
818-809-9617
carley@ring.com

1523 26th St.
Santa Monica, CA 90404
www.ring.com

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From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Crystal Lake PD needs your help"**
To <jmattson@crystallake.org>
Date Mon, 22 Apr 2019 21:36:55 +0000

ring Neighbors Portal

Hi Detective Mattson,

A Neighbor recently commented on one of your posts:

Post Title:

Crystal Lake PD needs your help

Neighbor Comment

Neighbor17 wrote: "Bless this great town "

VIEW POST

Email intended for jmattson@crystallake.org.

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ring

From Carley Platt <carley@ring.com>
Subject **Re: Ring Alert - Introduction**
To Jeff Mattson <jmattson@crystallake.org>
Date Mon, 22 Apr 2019 14:37:24 -0700

Of course!

On Mon, Apr 22, 2019 at 2:36 PM Jeff Mattson <jmattson@crystallake.org> wrote:

> Thank you. I am leaving for the day and will be back at 8am tomorrow morning. Thank you all for your help today and helping us with this case.
>
> Jeff
>
> **From:** Carley Platt <carley@ring.com>
> **Sent:** Monday, April 22, 2019 4:33 PM
> **To:** Jeff Mattson <jmattson@crystallake.org>
> **Subject:** Re: Ring Alert - Introduction
>
> Thank you for sending that over. We will have a Neighborhood Alert sent out shortly. I will send the link your way.
>
> On Mon, Apr 22, 2019 at 2:16 PM Jeff Mattson <jmattson@crystallake.org> wrote:
>
> > Last seen at home on 04-17-119 at 9pm.
> >
> > Det. Mattson
> >
> > **From:** Carley Platt <carley@ring.com>
> > **Sent:** Monday, April 22, 2019 4:09 PM
> > **To:** Jeff Mattson <jmattson@crystallake.org>
> > **Cc:** Anthony Modestine <anthony.modestine@ring.com>
> > **Subject:** Re: Ring Alert - Introduction
> >
> > Thank you for the introduction, Anthony.
> >
> > Hi Detective Mattson,
> >
> > We would love to help get a Neighborhood Alert sent out to Crystal Lake residents and encourage anyone with any information to contact you. Can you please send over a picture of the child and any details you have on him, where he was last seen, if there are any specific areas you'd like to target, etc. We will also need the report number.
> >
> > Thank you
> >
> > **Jeff Mattson | Detective | Police**
> > City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
> >
> > Website: www.crystallake.org | Phone: 815-356-3608
> >
> > On Mon, Apr 22, 2019 at 12:30 PM Anthony Modestine <anthony.modestine@ring.com> wrote:
> >
> > > Hi Detective Mattson,

I would like to introduce Carley Platt who is The Neighborhood's Content Manager. Carley will be able to help put out a Ring Alert targeting social media to get more eyes and ears on the Missing Child.

Carley, can you please connect with Det Mattson on this matter?

Detective Mattson

Crystal Lake Police Department

100 W Woodstock St

Crystal Lake, IL 60014

USA

Phone: (815) 451-5313

Anthony Modestine

Partner Success Associate
Anthony@ring.com

1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com

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Join the new neighborhood watch.

--

Carley Platt

Neighborhoods Content Manager
818-809-9617
carley@ring.com

1523 26th St.
Santa Monica, CA 90404
www.ring.com



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--

Carley Platt

Neighborhoods Content Manager
818-809-9617
carley@ring.com

ring

1523 26th St.
Santa Monica, CA 90404
www.ring.com



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--

Carley Platt

Neighborhoods Content Manager
818-809-9617
carley@ring.com

ring

1523 26th St.
Santa Monica, CA 90404
www.ring.com



Download the Neighbors App.
Join the new neighborhood watch.

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Crystal Lake PD needs your help"**
To <jmattson@crystallake.org>
Date Mon, 22 Apr 2019 21:46:42 +0000

ring Neighbors Portal

Hi Detective Mattson,

A Neighbor recently commented on one of your posts:

Post Title:

Crystal Lake PD needs your help

Neighbor Comment

Neighbor32 wrote: "Thank you Crystal Lake PD and all Law Enforcement working on this case. Also I hope and pray that whoever knows where little A.J. is they have a heart and a conscience to bring him back safe and secure. "

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Crystal Lake PD needs your help"**
To <jmattson@crystallake.org>
Date Mon, 22 Apr 2019 21:49:10 +0000

ring Neighbors Portal

Hi Detective Mattson,

A Neighbor recently commented on one of your posts:

Post Title:

Crystal Lake PD needs your help

Neighbor Comment

Neighbor31 wrote: "Prayers for AJ as well as Law Enforcement. Hope this little boy is safe."

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Crystal Lake PD needs your help"**
To <jmattson@crystallake.org>
Date Mon, 22 Apr 2019 21:50:39 +0000

ring Neighbors Portal

Hi Detective Mattson,

A Neighbor recently commented on one of your posts:

Post Title:

Crystal Lake PD needs your help

Neighbor Comment

Neighbor26 wrote: "please next time ask sooner if possible. many of is have nest cameras which record 24x7, but only pay for 5 days of footage. I dont even have or plan to get a ring device but would love to helped in this situation, even though I'm ok a neighboring town...you never know what might be seen."

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Crystal Lake PD needs your help"**
To <jmattson@crystallake.org>
Date Mon, 22 Apr 2019 22:08:04 +0000

ring Neighbors Portal

Hi Detective Mattson,

A Neighbor recently commented on one of your posts:

Post Title:

Crystal Lake PD needs your help

Neighbor Comment

Neighbor22 wrote: "Thank you for all you have already done and what you continue to do. Please don't give up looking and find that little boy."

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Crystal Lake PD needs your help"**
To <jmattson@crystallake.org>
Date Mon, 22 Apr 2019 22:24:41 +0000

ring Neighbors Portal

Hi Detective Mattson,

A Neighbor recently commented on one of your posts:

Post Title:

Crystal Lake PD needs your help

Neighbor Comment

Neighbor20 wrote: "how can I send a video?"

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Crystal Lake PD needs your help"**
To <jmattson@crystallake.org>
Date Mon, 22 Apr 2019 22:38:08 +0000

ring Neighbors Portal

Hi Detective Mattson,

A Neighbor recently commented on one of your posts:

Post Title:

Crystal Lake PD needs your help

Neighbor Comment

Neighbor36 wrote: "Praying this sweet child will be found. Thank you for all your hard work. "

VIEW POST

Email intended for jmattson@crystallake.org.

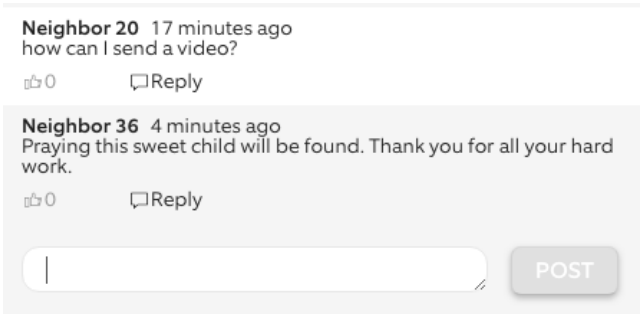
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ring

From Anthony Modestine <anthony.modestine@ring.com>
Subject **Neighbor's Comment on Your Post**
To Jeff Mattson <jmattson@crystallake.org>
Date Mon, 22 Apr 2019 18:43:13 -0400

Hey Detective,

A neighbor just asked how they can send video on your Law enforcement Post we sent out together and since I don't have access to respond this would be great if you did.



When you comment this will show up as Detective Mattson - Crystal Lake PD

Anthony Modestine
Partner Success Associate
Anthony@ring.com

ring

1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com

Download the Neighbors App.
Join the new neighborhood watch.

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Crystal Lake PD needs your help"**
To <jmattson@crystallake.org>
Date Mon, 22 Apr 2019 22:48:16 +0000

ring Neighbors Portal

Hi Detective Mattson,

A Neighbor recently commented on one of your posts:

Post Title:

Crystal Lake PD needs your help

Neighbor Comment

Neighbor29 wrote: "@Neighbor20 right click on the arrow of the list of the video, open video and right side bottom is a box with arrow and that will open a bar of options to send and CLP is requesting an email, thank you for your help to everyone □□□□"

VIEW POST

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From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Crystal Lake PD needs your help"**
To <jmattson@crystallake.org>
Date Mon, 22 Apr 2019 23:12:18 +0000

ring Neighbors Portal

Hi Detective Mattson,

A Neighbor recently commented on one of your posts:

Post Title:

Crystal Lake PD needs your help

Neighbor Comment

Neighbor28 wrote: "@Neighbor20 tap the sideways "v" on video in corner on screen and hit the envelope "

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From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Crystal Lake PD needs your help"**
To <jmattson@crystallake.org>
Date Mon, 22 Apr 2019 23:18:59 +0000

ring Neighbors Portal

Hi Detective Mattson,

A Neighbor recently commented on one of your posts:

Post Title:

Crystal Lake PD needs your help

Neighbor Comment

Neighbor35 wrote: "This is such a great resource. Thank you for all your efforts and hope this could help to bring the Police answers!"

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From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Crystal Lake PD needs your help"**
To <jmattson@crystallake.org>
Date Mon, 22 Apr 2019 23:27:35 +0000

ring Neighbors Portal

Hi Detective Mattson,

A Neighbor recently commented on one of your posts:

Post Title:

Crystal Lake PD needs your help

Neighbor Comment

Neighbor45 wrote: "Also what about dash cams? Not sure how long they record and save though"

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From Carley Platt <carley@ring.com>
Subject **Re: Ring Alert - Introduction**
To Jeff Mattson <jmattson@crystallake.org>
Date Mon, 22 Apr 2019 17:02:27 -0700

Hi Detective Mattson,

Here is a copy of the Alert that went to the zip code 60014 +5 miles. We are running this alert for $100/day for the next 7 days. It is also live on the Neighbors App.

https://www.facebook.com/455306461197370/posts/2326984717362859

If there is anything else we can do to help, please let me know.

My Best

On Mon, Apr 22, 2019 at 2:08 PM Carley Platt <carley@ring.com> wrote:

> Thank you for the introduction, Anthony.
>
> Hi Detective Mattson,
>
> We would love to help get a Neighborhood Alert sent out to Crystal Lake residents and encourage anyone with any information to contact you. Can you please send over a picture of the child and any details you have on him, where he was last seen, if there are any specific areas you'd like to target, etc. We will also need the report number.
>
> Thank you
>
> On Mon, Apr 22, 2019 at 12:30 PM Anthony Modestine <anthony.modestine@ring.com> wrote:
>
> > Hi Detective Mattson,
> >
> > I would like to introduce Carley Platt who is The Neighborhood's Content Manager. Carley will be able to help put out a Ring Alert targeting social media to get more eyes and ears on the Missing Child.
> >
> > Carley, can you please connect with Det Mattson on this matter?
> >
> > **Detective Mattson**
> >
> > Crystal Lake Police Department
> >
> > 100 W Woodstock St
> >
> > Crystal Lake, IL 60014
> >
> > USA
> >
> > Phone: (815) 451-5313
>
> Anthony Modestine
> Partner Success Associate
> Anthony@ring.com
>
> ring
> 1200 Atwater Dr Ste 225
> Malvern, Pa 19355
> www.ring.com
>
> Download the Neighbors App.
> Join the new neighborhood watch.

--

Carley Platt
Neighborhoods Content Manager
818-809-9617
carley@ring.com

ring
1523 26th St.

Santa Monica, CA 90404
www.ring.com

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--

Carley Platt

Neighborhoods Content Manager
818-809-9617
carley@ring.com

---

ring

1523 26th St.
Santa Monica, CA 90404
www.ring.com

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From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Crystal Lake PD needs your help"**
To <jmattson@crystallake.org>
Date Tue, 23 Apr 2019 00:14:41 +0000

ring Neighbors Portal

Hi Detective Mattson,

A Neighbor recently commented on one of your posts:

Post Title:

Crystal Lake PD needs your help

Neighbor Comment

Neighbor15 wrote: "Is there something specific we can be looking for? Like a car color?"

VIEW POST

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Crystal Lake PD needs your help"**
To <jmattson@crystallake.org>
Date Tue, 23 Apr 2019 01:49:05 +0000

ring Neighbors Portal

Hi Detective Mattson,

A Neighbor recently commented on one of your posts:

Post Title:

Crystal Lake PD needs your help

Neighbor Comment

Neighbor38 wrote: "the car in the paper that they towed away was a maroon Grand Marquis "

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Crystal Lake PD needs your help"**
To <jmattson@crystallake.org>
Date Tue, 23 Apr 2019 01:49:27 +0000

ring Neighbors Portal

Hi Detective Mattson,

A Neighbor recently commented on one of your posts:

Post Title:

Crystal Lake PD needs your help

Neighbor Comment

Neighbor38 wrote: "the daily herald has it in their pictures https://www.google.com/amp/s/www.dailyherald.com/amp-article/20190418906/"

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Email intended for jmattson@crystallake.org.

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From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Crystal Lake PD needs your help"**
To <jmattson@crystallake.org>
Date Tue, 23 Apr 2019 01:49:30 +0000

ring Neighbors Portal

Hi Detective Mattson,

A Neighbor recently commented on one of your posts:

Post Title:

Crystal Lake PD needs your help

Neighbor Comment

Neighbor38 wrote: "actually might be a Lincoln Town car. "

VIEW POST

Email intended for jmattson@crystallake.org.

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Crystal Lake PD needs your help"**
To <jmattson@crystallake.org>
Date Tue, 23 Apr 2019 02:44:07 +0000

ring Neighbors Portal

Hi Detective Mattson,

A Neighbor recently commented on one of your posts:

Post Title:

Crystal Lake PD needs your help

Neighbor Comment

Neighbor43 wrote: "Thank you to everyone that is working on finding this precious little boy. This has got to be heart wrenching for all involved. God bless you and A.J. "

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Email intended for jmattson@crystallake.org.

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Crystal Lake PD needs your help"**
To <jmattson@crystallake.org>
Date Tue, 23 Apr 2019 03:13:29 +0000

ring Neighbors Portal

Hi Detective Mattson,

A Neighbor recently commented on one of your posts:

Post Title:

Crystal Lake PD needs your help

Neighbor Comment

Neighbor25 wrote: "I live at 450 Berkshire Drive and have a ring door bell and have had nothing cross it"

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Email intended for jmattson@crystallake.org.

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Crystal Lake PD needs your help"**
To <jmattson@crystallake.org>
Date Tue, 23 Apr 2019 03:54:51 +0000

ring Neighbors Portal

Hi Detective Mattson,

A Neighbor recently commented on one of your posts:

Post Title:

Crystal Lake PD needs your help

Neighbor Comment

Neighbor48 wrote: "I pray you find this little boy. I too have a 5 yr old and the thought of him disappearing is heart wrenching. The night the helicopters were searching it felt like they were hovering and then I learned they were searching the lake.... ugh... Checking my ring app footage now..."

VIEW POST

Email intended for jmattson@crystallake.org.

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From Ring Team <no-reply@ring.com>
Subject **New Video Received on Your Case #19-7922!**
To <jmattson@crystallake.org>
Date Tue, 23 Apr 2019 12:22:20 +0000

ring Neighbors Portal

Hi Detective Mattson,

A Neighbor has responded to your Video Request for one of your cases:

Case #:

19-7922

Incident Location:

94 Dole Avenue, Crystal Lake, IL, USA

Start Date & Time:

04/15/2019 13:00

End Date & Time:

04/16/2019 01:00

REVIEW NEW VIDEOS NOW

Email intended for jmattson@crystallake.org.

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ring

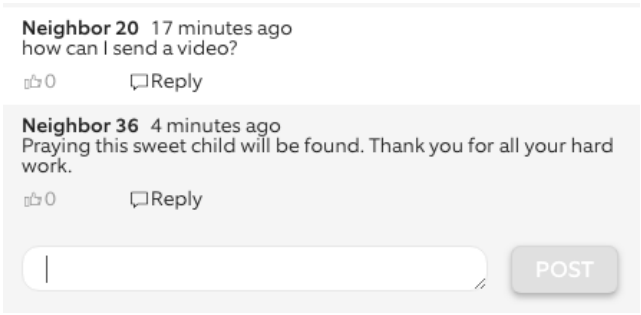
From <jmattson@crystallake.org>
Subject **RE: Neighbor's Comment on Your Post**
To <anthony.modestine@ring.com>
Date Tue, 23 Apr 2019 12:40:05 +0000

They can email me the videos directly at jmattson@crystallake.org

From: Anthony Modestine <anthony.modestine@ring.com>
Sent: Monday, April 22, 2019 5:43 PM
To: Jeff Mattson <jmattson@crystallake.org>
Subject: Neighbor's Comment on Your Post

Hey Detective,

A neighbor just asked how they can send video on your Law enforcement Post we sent out together and since I don't have access to respond this would be great if you did.



When you comment this will show up as Detective Mattson - Crystal Lake PD

Anthony Modestine
Partner Success Associate
Anthony@ring.com

1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com

Download the Neighbors App.
Join the new neighborhood watch.

Jeff Mattson | Detective | Police
City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
Website: www.crystallake.org | Phone: 815-356-3608

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From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Crystal Lake PD needs your help"**
To <jmattson@crystallake.org>
Date Tue, 23 Apr 2019 13:31:09 +0000

ring Neighbors Portal

Hi Detective Mattson,

A Neighbor recently commented on one of your posts:

Post Title:

Crystal Lake PD needs your help

Neighbor Comment

Neighbor38 wrote: "another thought is that a ring camera could have potentially picked up the boy walking around the neighborhood if he wandered out. these cameras pick up things like lost dogs all the time so maybe he is on there but they won't know unless you check your footage. "

VIEW POST

Email intended for jmattson@crystallake.org.

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Crystal Lake PD needs your help"**
To <jmattson@crystallake.org>
Date Tue, 23 Apr 2019 14:27:02 +0000

ring Neighbors Portal

Hi Detective Mattson,

A Neighbor recently commented on one of your posts:

Post Title:

Crystal Lake PD needs your help

Neighbor Comment

Neighbor48 wrote: "I heard the search dogs didn't pick up his scent and so that meant he was taken off the property he didn't walk off or wander out... IF what I heard is accurate that is. The helicopters are out searching and hovering again this morning...I'm between the lake and the country club and the sound has become one that brings such sadness..."

VIEW POST

Email intended for jmattson@crystallake.org.

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ring

From Rohit Murti <rohit.murti@ring.com>
Subject **Re: Signed MOU Crystal Lake Police IL**
To Derek Hyrkas <dhyrkas@crystallake.org>
Date Tue, 23 Apr 2019 11:37:33 -0700

Chief,

Thank you for your email. I have shared the MOU with our team. I'm going to get this processed and get a counter signature. Once that is complete, I'll share the completed MOU with you and will make introductions to our partner success team and we will have you on-boarded. This process should take approximately 3 weeks or less. Please feel free to call or email me if you have any questions.

Thank you for your time. We look forward to working with you!

Sincerely,

Rohit D. Murti
Community Partnerships Manager
T 832.992.9910 **E** rohit.murti@ring.com

ring

1523 26th St.
Santa Monica, CA 90404
www.ring.com

Download the Neighbors App.
Join the new neighborhood watch.

On Tue, Apr 23, 2019 at 9:47 AM Derek Hyrkas <dhyrkas@crystallake.org> wrote:

> Hi Rohit,
>
> I have attached the signed MOU. Once signed on your end, please send me a scanned copy.
>
> I believe we should be set for the "onboarding" now.
>
> **From:** Rohit Murti <rohit.murti@ring.com>
> **Sent:** Monday, March 04, 2019 2:58 PM
> **To:** Derek Hyrkas <dhyrkas@crystallake.org>
> **Cc:** Steve Renje <srenje@crystallake.org>
> **Subject:** Re: Amended Press Release
>
> Chief Hyrkas,
>
> Thank you for your email. I will be presenting to Officer Pluviose this Thursday. Once that is complete, I will make the introduction to your Account Manager and we will coordinate the onboarding. During onboarding, more information will be shared with you, which will include a press release for Crystal Lake Police Department. The press release will provide you with a texting option that will be unique to Crystal Lake Police Department.
>
> The 2 events that need to take place prior to the move to onboarding would be the following:
>
> - Present to Officer Pluviose - I will be doing so this Thursday.
> - Receive a signed MOU from you, that will then be shared with our legal team for signature.
>
> Once these 2 steps are complete, I will be able to make the introduction to your Account Manager, which will then be followed by onboarding. Please let me know if you have any questions.
>
> Thank you for your time.

Sincerely,

Rohit D. Murti

Territory Manager | Growth Strategy | **Ring**

T 832.992.9910 **E** rohit.murti@ring.com

1523 26th Street, Santa Monica, CA 90404

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>
> City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
>
> Website: www.crystallake.org | Phone: 815-356-3767
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From Rohit Murti <rohit.murti@ring.com>
Subject **Re: Signed MOU Crystal Lake Police IL**
To Derek Hyrkas <dhyrkas@crystallake.org>
Date Wed, 24 Apr 2019 19:46:38 -0500

Chief,

The MOU is now complete. Could you please help me identify the personnel in the highlighted roles? Once this is complete I'll make an introduction to our partner success team and we will schedule an onboarding session. Thank you.

- Primary Point of Contact - Chief Derek Hyrkas (dhyrkas@crystallake.org)
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To: Derek Hyrkas <dhyrkas@crystallake.org>
Cc: Steve Renje <srenje@crystallake.org>
Subject: Re: Amended Press Release

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From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Crystal Lake PD needs your help"**
To <jmattson@crystallake.org>
Date Thu, 25 Apr 2019 10:55:33 +0000

ring Neighbors Portal

Hi Detective Mattson,

A Neighbor recently commented on one of your posts:

Post Title:

Crystal Lake PD needs your help

Neighbor Comment

Neighbor38 wrote: "Thank you CLPD for finding AJ. "

VIEW POST

Email intended for jmattson@crystallake.org.

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Unsubscribe | Privacy Notice | Support | Terms of Service

ring

From <jmattson@crystallake.org>
Subject **RE: Ring Alert - Introduction**
To <carley@ring.com>
Date Thu, 25 Apr 2019 13:00:12 +0000

We can take down the alert if it hasn't already been taken down. Thank you guys for all your help

Jeff

From: Carley Platt <carley@ring.com>
Sent: Monday, April 22, 2019 7:02 PM
To: Jeff Mattson <jmattson@crystallake.org>
Cc: Anthony Modestine <anthony.modestine@ring.com>
Subject: Re: Ring Alert - Introduction

Hi Detective Mattson,

Here is a copy of the Alert that went to the zip code 60014 +5 miles. We are running this alert for $100/day for the next 7 days. It is also live on the Neighbors App.

https://www.facebook.com/455306461197370/posts/2326984717362859

If there is anything else we can do to help, please let me know.

My Best

Jeff Mattson | Detective | Police
City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
Website: www.crystallake.org | Phone: 815-356-3608

On Mon, Apr 22, 2019 at 2:08 PM Carley Platt <carley@ring.com> wrote:

> Thank you for the introduction, Anthony.
>
> Hi Detective Mattson,
>
> We would love to help get a Neighborhood Alert sent out to Crystal Lake residents and encourage anyone with any information to contact you. Can you please send over a picture of the child and any details you have on him, where he was last seen, if there are any specific areas you'd like to target, etc. We will also need the report number.
>
> Thank you
>
> On Mon, Apr 22, 2019 at 12:30 PM Anthony Modestine <anthony.modestine@ring.com> wrote:
>
> > Hi Detective Mattson,
> >
> > I would like to introduce Carley Platt who is The Neighborhood's Content Manager. Carley will be able to help put out a Ring Alert targeting social media to get more eyes and ears on the Missing Child.
> >
> > Carley, can you please connect with Det Mattson on this matter?
> >
> > **Detective Mattson**
> > Crystal Lake Police Department
> >
> > 100 W Woodstock St
> >
> > Crystal Lake, IL 60014
> >
> > USA
> >
> > Phone: (815) 451-5313
>
> Anthony Modestine
> Partner Success Associate
> Anthony@ring.com

1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com

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From Carley Platt <carley@ring.com>
Subject **Re: Ring Alert - Introduction**
To Jeff Mattson <jmattson@crystallake.org>
Date Thu, 25 Apr 2019 06:41:12 -0700

It has been taken down. You are very welcome. Please, let me know if these is anything else we can do.

On Thu, Apr 25, 2019 at 6:00 AM Jeff Mattson <jmattson@crystallake.org> wrote:

> We can take down the alert if it hasn't already been taken down. Thank you guys for all your help
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> Jeff
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From Anthony Modestine <anthony.modestine@ring.com>
Subject **Ring Follow Up**
To Jeff Mattson <jmattson@crystallake.org>
Date Fri, 26 Apr 2019 09:57:17 -0400

Good Morning Detective Mattison,

Since we started contact on Monday I have been following the story of this investigation and I am terribly sorry to hear of the outcome. I am sure this part of your job never gets easier.

I personally just wanted to reach out and say it was a pleasure working with you for the short amount of time we were in contact. Once the Full MOU is signed you will be assigned a new Partner Success Manager so this is where I leave you. Though if you ever have any questions or concerns, please do not hesitate to contact me as I am always available to assist you and the department.

Thanks again for allowing me to work with you and I hope you have a good rest of your day.

Best,

Anthony Modestine

Partner Success Associate
Anthony@ring.com

ring

1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com

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From <dhyrkas@crystallake.org>
Subject **RE: Signed MOU Crystal Lake Police IL**
To <rohit.murti@ring.com>
Date Fri, 26 Apr 2019 14:34:26 +0000

I'll remain the primary point of contact.

Our PIO is Deputy Chief Tom Kotlowski (tkotlowski@crystallake.org)

Detective Jeff Mattson will by our investigative contact (jmattson@crystallake.org)

Officer Ed Pluviose is our Community Relations Officer (epluviose@crystallake.org)

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Subject: Re: Signed MOU Crystal Lake Police IL

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Website: www.crystallake.org | Phone: 815-356-3767

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From Rohit Murti <rohit.murti@ring.com>
Subject **Re: Signed MOU Crystal Lake Police IL**
To Derek Hyrkas <dhyrkas@crystallake.org>
Date Mon, 29 Apr 2019 09:59:26 -0700

Good day Chief,

Noted, thank you. I'll make a introduction to our partner success team now in a separate email, along with the completed MOU. Thank you.

Sincerely,

Rohit D. Murti
Community Partnerships Manager
T 832.992.9910 **E** rohit.murti@ring.com

ring

1523 26th St.
Santa Monica, CA 90404
www.ring.com



Download the Neighbors App.
Join the new neighborhood watch.

On Fri, Apr 26, 2019 at 7:34 AM Derek Hyrkas <dhyrkas@crystallake.org> wrote:

> I'll remain the primary point of contact.
>
> Our PIO is Deputy Chief Tom Kotlowski (tkotlowski@crystallake.org)
>
> Detective Jeff Mattson will by our investigative contact (jmattson@crystallake.org)
>
> Officer Ed Pluviose is our Community Relations Officer (epluviose@crystallake.org)
>
> **From:** Rohit Murti <rohit.murti@ring.com>
> **Sent:** Wednesday, April 24, 2019 7:47 PM
> **To:** Derek Hyrkas <dhyrkas@crystallake.org>
> **Cc:** Steve Renje <srenje@crystallake.org>; Ron Joseph <rjoseph@crystallake.org>; Scott Miller <snmiller@crystallake.org>; Richard Neumann <rneumann@crystallake.org>
> **Subject:** Re: Signed MOU Crystal Lake Police IL
>
> Chief,
>
> The MOU is now complete. Could you please help me identify the personnel in the highlighted roles? Once this is complete I'll make an introduction to our partner success team and we will schedule an onboarding session. Thank you.
>
> - Primary Point of Contact - Chief Derek Hyrkas (dhyrkas@crystallake.org)
> - Public Information Officer / Social Media Liaison – Chief Derek Hyrkas (dhyrkas@crystallake.org)
> - Investigative - CID/Crime/Property Crime – TBD
> - Community Outreach Officer – TBD
>
> Sincerely,

Rohit D. Murti

Community Partnerships Manager
T 832.992.9910 **E** rohit.murti@ring.com

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Santa Monica, CA 90404
www.ring.com

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On Tue, Apr 23, 2019 at 1:37 PM Rohit Murti <rohit.murti@ring.com> wrote:

> Chief,
>
> Thank you for your email. I have shared the MOU with our team. I'm going to get this processed and get a counter signature. Once that is complete, I'll share the completed MOU with you and will make introductions to our partner success team and we will have you on-boarded. This process should take approximately 3 weeks or less. Please feel free to call or email me if you have any questions.
>
> Thank you for your time. We look forward to working with you!
>
> Sincerely,
>
> Rohit D. Murti
>
> Community Partnerships Manager
> **T** 832.992.9910 **E** rohit.murti@ring.com
>
> 1523 26th St.
> Santa Monica, CA 90404
> www.ring.com
>
> Download the Neighbors App.
> Join the new neighborhood watch.

On Tue, Apr 23, 2019 at 9:47 AM Derek Hyrkas <dhyrkas@crystallake.org> wrote:

> Hi Rohit,

I have attached the signed MOU. Once signed on your end, please send me a scanned copy.

I believe we should be set for the "onboarding" now.

From: Rohit Murti <rohit.murti@ring.com>
Sent: Monday, March 04, 2019 2:58 PM
To: Derek Hyrkas <dhyrkas@crystallake.org>
Cc: Steve Renje <srenje@crystallake.org>
Subject: Re: Amended Press Release

Chief Hyrkas,

Thank you for your email. I will be presenting to Officer Pluviose this Thursday. Once that is complete, I will make the introduction to your Account Manager and we will coordinate the onboarding. During onboarding, more information will be shared with you, which will include a press release for Crystal Lake Police Department. The press release will provide you with a texting option that will be unique to Crystal Lake Police Department.

The 2 events that need to take place prior to the move to onboarding would be the following:

- Present to Officer Pluviose - I will be doing so this Thursday.
- Receive a signed MOU from you, that will then be shared with our legal team for signature.

Once these 2 steps are complete, I will be able to make the introduction to your Account Manager, which will then be followed by onboarding. Please let me know if you have any questions.

Thank you for your time.

Sincerely,

Rohit D. Murti

Territory Manager | Growth Strategy | **Ring**

T 832.992.9910 **E** rohit.murti@ring.com

1523 26th Street, Santa Monica, CA 90404

LAPD Crime Study: Ring Partners with LAPD to Reduce Crime in Wilshire Park

Shark Tank: Shark Tank's Biggest Company (password: ring)

LA Times: Ring modernized the doorbell, then went to war against crime

USA Today: Police say crime drops with video doorbell

On Mon, Mar 4, 2019 at 7:58 AM Derek Hyrkas <dhyrkas@crystallake.org> wrote:

> Hello Murti,

I took the liberty of amending the suggested press release. Please review and let me know if it is acceptable.

Also note that I did not change the language (in red font) regarding downloading the app. It remains the Frederick PD texting option. Will we have our own texting option? If so, please provide that so I may make the last amendment.

I still have to prepare some materials for our City manager and City Council, so we are likely still a few weeks out from launching the program.

Take care,

Derek Hyrkas | Deputy Chief | Police
City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
Website: www.crystallake.org | Phone: 815-356-3767

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From Rohit Murti <rohit.murti@ring.com>
Subject **Neighbors Portal by Ring: Onboarding for Crystal Lake Police Department, IL**
To Derek Hyrkas <dhyrkas@crystallake.org>, Kyle Demmin <kyle.demmin@ring.com>
Date Mon, 29 Apr 2019 10:05:26 -0700

Chief Hyrkas,

Please find the fully signed MOU agreement, attached. Thank you for working with me through this process. Please allow me to introduce you to your Partner Success Manager - Kyle Demmin.

Kyle brings extensive experience in the business and is well positioned to successfully onboard and work with you and Crystal Lake Police Department. The next step to commence Portal onboarding will be to set up a 1-hour webinar with you, key stakeholders and Kyle. As the onboarding is of a 'train-the-trainer' style, we only require the following personnel to join:

- **Partnership Coordinator** - main champion for the Ring partnership
  - Name - Chief Derek Hyrkas
  - Email - dhyrkas@crystallake.org
- **Press/Media Coordinator** - typically the PIO who will coordinate the initial partnership announcement and ongoing PR
  - Name - Chief Tom Kotlowski
  - Email - tkotlowski@crystallake.org
- **Community Relations Coordinator** - the person who oversees the team that interfaces with the community at events, HOA meetings, Neighborhood Watch meetings, etc.
  - Name - Officer Ed Pluviose
  - Email - epluviose@crystallake.org
- **Investigative Coordinator** - your resident expert when the department wants to send a video request. This person will be trained on best practices for ensuring the maximum participation and sharing of videos.
  - Name - Detective Jeff Mattson
  - Email - jmattson@crystallake.org

Involvement by each of these groups is essential for active community participation (specifically on video requests) and overall long-term success of the partnership. Please ensure you have access to a computer in order for us to screen-share the Portal with you. Kyle, could you please coordinate with Chief Hyrkas to identify a day and time that works for all of your schedules?

Thank you, to you both, for your time.

Sincerely,

Rohit D. Murti
Community Partnerships Manager
T 832.992.9910 **E** rohit.murti@ring.com

ring

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Neighbors by Ring
Memorandum of Understanding

This agreement is entered into this 23 day of April, 2019 by and between Ring LLC ("Ring") and Crystal Lake Police Department ("Agency"), (collectively the "parties") and will provide Agency access to the Neighbors Portal to communicate with users of the Neighbors app ("Ring Neighbors") and encourage community engagement as we work together to make Crystal Lake's ("City") neighborhoods safer.

- Neighbors by Ring app ("Neighbors App") is a digital neighborhood watch that both law enforcement and the public may access free of charge by downloading the Neighbors App (iOS and Android).
- The Neighbors App allows users to share and comment on real time crime and safety events in their neighborhood.
- As part of the program, Agency may:
  - Utilize the critical crime and safety events that are posted in the Neighbors App by Ring Neighbors to assist in law enforcement operations and investigations; and
  - Post information relating to critical incidents and other incidents in the app to keep Ring Neighbors informed regarding issues in their neighborhoods.

With an understanding that a robust, active and engaged user community is essential to the immediate, sustained and ongoing success of the program, the parties agree to the following responsibilities:

Ring

- Make the Neighbors App available to City residents free of charge.
- Make the Neighbors Portal available to Agency free of charge, including ongoing support and training for Agency employees.

Agency

- Maintain appropriate access controls for Agency personnel to use the Neighbors Portal.

Press Release
The parties shall agree to a joint press release to be mutually approved by the parties. Neither party may use the other party's name, logo, or likeness in any advertising or press release without prior written approval of the other party. Notwithstanding the foregoing, Ring shall be permitted to provide in-app alerts to Ring Neighbors announcing Agency's participation in the Neighbors App.

Term
Agency's participation in the program shall commence upon Agency's acceptance of these program terms. Either party may terminate Agency's participation in the program at any time by providing 30 days' written notice to the other party; provided that in the case of material breach of this Agreement by the Agency, Ring shall only be required to provide three days' written notice to Agency.

Privacy and Terms of Use
Ring will not provide any customer personal information, including video footage, to Agency without the prior

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consent of the owner or properly issued legal process that complies with federal and state law, as applicable. Agency agrees to use the Neighbors Portal only as expressly authorized by Ring and only in connection with bona fide Agency work. Ring's terms of service and privacy notice, as posted on Ring.com, shall apply to all uses of the Neighbors App and, as applicable, the Neighbors Portal.

Compensation
At no point shall either party receive compensation from each other as a result of this program.

Confidentiality
Unless otherwise required by law, the Parties shall not disclose the terms of this program or any information that is designated as confidential or that, given the nature of the information or the circumstances surrounding its disclosure, reasonably should be considered as confidential.

RING LLC

Date: 4/23/2019

By: DocuSigned by: August Cziment
369F1A1F19C3476...

Name: August Cziment

Title: Director of Operations

Agency

Date: 4/18/19

By: [signature]

Name: Gary J. Mayerhofer

Title: City Manager

From Kyle Demmin <kyle.demmin@ring.com>
Subject **Re: Neighbors Portal by Ring: Onboarding for Crystal Lake Police Department, IL**
To Rohit Murti <rohit.murti@ring.com>
Date Mon, 29 Apr 2019 21:46:12 -0400

Thank you for the introduction, Rohit.

Chief Hyrkas,

Apologies for the delayed response, I've been in the air traveling today. It's great to meet you and looking forward to working with you! As Rohit mentioned above, the next step is to schedule a 1 hour webinar to get everyone up to speed on Ring Neighbors Portal. I'm pretty booked up for the next two weeks. I'm pretty wide open on the week of May 13th-17th. What days and times will work for your team that week to schedule the webinar to get Crystal Lake PD on-boarded to Portal?

Best,
Kyle

On Mon, Apr 29, 2019 at 1:02 PM Rohit Murti <rohit.murti@ring.com> wrote:

> Chief Hyrkas,
>
> Please find the fully signed MOU agreement, attached. Thank you for working with me through this process. Please allow me to introduce you to your Partner Success Manager - Kyle Demmin.
>
> Kyle brings extensive experience in the business and is well positioned to successfully onboard and work with you and Crystal Lake Police Department. The next step to commence Portal onboarding will be to set up a 1-hour webinar with you, key stakeholders and Kyle. As the onboarding is of a 'train-the-trainer' style, we only require the following personnel to join:
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>   - Name - Chief Derek Hyrkas
>   - Email - dhyrkas@crystallake.org
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>   - Email - tkotlowski@crystallake.org
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> Involvement by each of these groups is essential for active community participation (specifically on video requests) and overall long-term success of the partnership. Please ensure you have access to a computer in order for us to screen-share the Portal with you. Kyle, could you please coordinate with Chief Hyrkas to identify a day and time that works for all of your schedules?
>
> Thank you, to you both, for your time.
>
> Sincerely,
>
> Rohit D. Murti
> Community Partnerships Manager
> T 832.992.9910 E rohit.murti@ring.com
>
> ring
>
> 1523 26th St.
> Santa Monica, CA 90404
> www.ring.com
>
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--

Kyle Demmin
Partner Success Manager

kyle.denmin@ring.com
714-381-6291

---

ring

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Santa Monica, CA 90404
www.ring.com

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Neighbors Portal Resource Center

From <dhyrkas@crystallake.org>
Subject **RE: Neighbors Portal by Ring: Onboarding for Crystal Lake Police Department, IL**
To <kyle.demmin@ring.com>, <rohit.murti@ring.com>
Date Tue, 30 Apr 2019 18:57:06 +0000

I'll get back to you soon. I have to check on my staff's availability. Thanks.

From: Kyle Demmin <kyle.demmin@ring.com>
Sent: Monday, April 29, 2019 8:46 PM
To: Rohit Murti <rohit.murti@ring.com>
Cc: Derek Hyrkas <dhyrkas@crystallake.org>
Subject: Re: Neighbors Portal by Ring: Onboarding for Crystal Lake Police Department, IL

Thank you for the introduction, Rohit.

Chief Hyrkas,

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Best,
Kyle

Derek Hyrkas | Deputy Chief | Police
City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
Website: www.crystallake.org | Phone: 815-356-3767

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>   - Name - Officer Ed Pluviose
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>   - Name - Detective Jeff Mattson
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> Sincerely,
>
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> Community Partnerships Manager
> **T** 832.992.9910 **E** rohit.murti@ring.com

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--

Kyle Demmin

Partner Success Manager
kyle.demmin@ring.com
714-381-6291

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From Kyle Demmin <kyle.demmin@ring.com>
Subject **Re: Neighbors Portal by Ring: Onboarding for Crystal Lake Police Department, IL**
To Derek Hyrkas <dhyrkas@crystallake.org>
Date Tue, 30 Apr 2019 15:25:37 -0400

Not a problem. Thanks for letting me know, Chief Hyrkas.

On Tue, Apr 30, 2019 at 2:57 PM Derek Hyrkas <dhyrkas@crystallake.org> wrote:

> I'll get back to you soon. I have to check on my staff's availability. Thanks.
>
> **From:** Kyle Demmin <kyle.demmin@ring.com>
> **Sent:** Monday, April 29, 2019 8:46 PM
> **To:** Rohit Murti <rohit.murti@ring.com>
> **Cc:** Derek Hyrkas <dhyrkas@crystallake.org>
> **Subject:** Re: Neighbors Portal by Ring: Onboarding for Crystal Lake Police Department, IL
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> Best,
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> Kyle
>
> **Derek Hyrkas | Deputy Chief | Police**
> City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
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Thank you, to you both, for your time.

Sincerely,

Rohit D. Murti

Community Partnerships Manager
T 832.992.9910 **E** rohit.murti@ring.com

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Partner Success Manager
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Kyle Demmin

Partner Success Manager
kyle.demmin@ring.com
714-381-6291

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Santa Monica, CA 90404
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Neighbors Portal Resource Center

From <dhyrkas@crystallake.org>
Subject **RE: Neighbors Portal by Ring: Onboarding for Crystal Lake Police Department, IL**
To <kyle.demmin@ring.com>
Date Wed, 1 May 2019 12:38:45 +0000

Let's try for Monday, May 13 at 1pm CST.

From: Kyle Demmin <kyle.demmin@ring.com>
Sent: Monday, April 29, 2019 8:46 PM
To: Rohit Murti <rohit.murti@ring.com>
Cc: Derek Hyrkas <dhyrkas@crystallake.org>
Subject: Re: Neighbors Portal by Ring: Onboarding for Crystal Lake Police Department, IL

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Santa Monica, CA 90404
www.ring.com

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--

Kyle Demmin

Partner Success Manager
kyle.demmin@ring.com
714-381-6291

1523 26th St.
Santa Monica, CA 90404
www.ring.com

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Neighbors Portal Resource Center

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From Kyle Demmin <kyle.demmin@ring.com>
Subject **Re: Neighbors Portal by Ring: Onboarding for Crystal Lake Police Department, IL**
To Derek Hyrkas <dhyrkas@crystallake.org>
Date Thu, 2 May 2019 15:16:31 -0700

Chief Hyrkas,

Thank you for the follow up. On May 13th at 1p CST, I'm booked up for that hour.

Would 11am CST or 3pm CST work for you instead?

On Wed, May 1, 2019 at 5:38 AM Derek Hyrkas <dhyrkas@crystallake.org> wrote:

> Let's try for Monday, May 13 at 1pm CST.
>
> **From:** Kyle Demmin <kyle.demmin@ring.com>
> **Sent:** Monday, April 29, 2019 8:46 PM
> **To:** Rohit Murti <rohit.murti@ring.com>
> **Cc:** Derek Hyrkas <dhyrkas@crystallake.org>
> **Subject:** Re: Neighbors Portal by Ring: Onboarding for Crystal Lake Police Department, IL
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> **Derek Hyrkas | Deputy Chief | Police**
> City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
> Website: www.crystallake.org | Phone: 815-356-3767
>
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- Email - tkotlowski@crystallake.org

- **Community Relations Coordinator** - the person who oversees the team that interfaces with the community at events, HOA meetings, Neighborhood Watch meetings, etc.
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  - Email - epluviose@crystallake.org

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Thank you, to you both, for your time.

Sincerely,

Rohit D. Murti

Community Partnerships Manager
T 832.992.9910 **E** rohit.murti@ring.com

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Partner Success Manager
kyle.demmin@ring.com
714-381-6291

ring

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Santa Monica, CA 90404
www.ring.com

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Neighbors Portal Resource Center

From <dhyrkas@crystallake.org>
Subject **RE: Neighbors Portal by Ring: Onboarding for Crystal Lake Police Department, IL**
To <kyle.demmin@ring.com>
Date Fri, 3 May 2019 13:25:14 +0000

Let's aim for 11am CST.

From: Kyle Demmin <kyle.demmin@ring.com>
Sent: Thursday, May 02, 2019 5:17 PM
To: Derek Hyrkas <dhyrkas@crystallake.org>
Cc: Rohit Murti <rohit.murti@ring.com>
Subject: Re: Neighbors Portal by Ring: Onboarding for Crystal Lake Police Department, IL

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> >   - Email - jmattson@crystallake.org
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Thank you, to you both, for your time.

Sincerely,

Rohit D. Murti

Community Partnerships Manager
T 832.992.9910 **E** rohit.murti@ring.com

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From Kyle Demmin <kyle.demmin@ring.com>
Subject **Out of Office RE: Neighbors Portal by Ring: Onboarding for Crystal Lake Police Department, IL**
To <dhyrkas@crystallake.org>
Date Fri, 3 May 2019 06:25:28 -0700

Thank you for your message. I'm out of the office today, Friday May 3rd and will be returning on Monday, May 6th.

--

Kyle Demmin
Partner Success Manager
kyle.demmin@ring.com
714-381-6291

[image: ring-logo2x]
1523 26th St.
Santa Monica, CA 90404
www.ring.com
[image: group-32x] Download the Neighbors App.
Join the new neighborhood watch.
*Neighbors Portal Resource Center *

From <kyle.demmin@ring.com>
Subject **Invitation: Crystal Lake Police Department & Ring Neighbors Portal On... @ Mon May 13, 2019 11am - 12pm (CDT) (dhyrkas@crystallake.org)**
To <dhyrkas@crystallake.org>
Date Mon, 6 May 2019 22:54:28 +0000

You have been invited to the following event.

Crystal Lake Police Department & Ring Neighbors Portal Onboarding

more details »

When Mon May 13, 2019 11am – 12pm Central Time - Chicago

Where https://ring.zoom.us/j/4998466765, Ring HQ-WaterGarden-1-Jack Bauer (5) (map)

Calendar dhyrkas@crystallake.org

Who
- kyle.demmin@ring.com - organizer
- dhyrkas@crystallake.org

Kyle Demmin is inviting you to a scheduled Zoom meeting.

Join Zoom Meeting
https://ring.zoom.us/j/4998466765

One tap mobile
+16468769923,,4998466765# US

Dial by your location
+1 646 876 9923 US

Meeting ID: 499 846 6765
Find your local number: https://zoom.us/u/aegRd2bq4V

Meeting ID: 499 846 6765

Going (dhyrkas@crystallake.org)? **Yes** - **Maybe** - **No** more options »

Invitation from Google Calendar

You are receiving this courtesy email at the account dhyrkas@crystallake.org because you are an attendee of this event.

To stop receiving future updates for this event, decline this event. Alternatively you can sign up for a Google account at https://www.google.com/calendar/ and control your notification settings for your entire calendar.

Forwarding this invitation could allow any recipient to send a response to the organizer and be added to the guest list, or invite others regardless of their own invitation status, or to modify your RSVP. Learn More.

From <kyle.demmin@ring.com>
Subject **Invitation: Crystal Lake Police Department & Ring Neighbors Portal On... @ Mon May 13, 2019 11am - 12pm (CDT) (dhyrkas@crystallake.org)**
To <tkafenshtok@crystallake.org>
Date Mon, 6 May 2019 22:54:28 +0000

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more details »

Crystal Lake Police Department & Ring Neighbors Portal Onboarding

When	Mon May 13, 2019 11am – 12pm Central Time - Chicago
Where	https://ring.zoom.us/j/4998466765, Ring HQ-WaterGarden-1-Jack Bauer (5) (map)
Calendar	dhyrkas@crystallake.org
Who	• kyle.demmin@ring.com - organizer • dhyrkas@crystallake.org

---

Kyle Demmin is inviting you to a scheduled Zoom meeting.

Join Zoom Meeting
https://ring.zoom.us/j/4998466765

One tap mobile
+16468769923,,4998466765# US

Dial by your location
+1 646 876 9923 US

Meeting ID: 499 846 6765
Find your local number: https://zoom.us/u/aegRd2bq4V

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From Kyle Demmin <kyle.demmin@ring.com>
Subject **Re: Neighbors Portal by Ring: Onboarding for Crystal Lake Police Department, IL**
To Derek Hyrkas <dhyrkas@crystallake.org>
Date Mon, 6 May 2019 17:56:15 -0500

Chief Hyrkas,

I just sent over the calendar invite with the details for 5/13 at 11a-12p CST. I'll be reaching out over next day or two with additional action items to have prepared prior to the webinar next week.

Please let me know if you have any questions or concerns at this time.

Best,
Kyle

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Derek Hyrkas | Deputy Chief | Police
City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
Website: www.crystallake.org | Phone: 815-356-3767

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> Rohit D. Murti
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> Community Partnerships Manager
> **T** 832.992.9910 **E** rohit.murti@ring.com
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> 1523 26th St.
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> www.ring.com

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Santa Monica, CA 90404
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Neighbors Portal Resource Center

From Ring Team <no-reply@ring.com>
Subject **New Crime Alert: Creeps looking into my bedroom and bathroom window**
To <jmattson@crystallake.org>
Date Mon, 6 May 2019 23:16:11 +0000

ring Neighbors Portal

Creeps looking into my bedroom and bathroom window

- Crime

May 6 2019

Someone has been unlocking my gate and looking in my window and bathroom window. The plants along the windows are smashed down. Make sure windows are locked at night and blinds are shut. Will be putting a camera in the backyard and hopefully catch the person.

VIEW ALERT

Email intended for jmattson@crystallake.org.

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ring

From <dhyrkas@crystallake.org>
Subject **Accepted: Invitation: Crystal Lake Police Department & Ring Neighbors Portal On... @ Mon May 13, 2019 11am - 12pm (CDT) (dhyrkas@crystallake.org)**
To <kyle.demmin@ring.com>
Date Tue, 7 May 2019 14:48:05 +0000

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Subject **FW: Invitation: Crystal Lake Police Department & Ring Neighbors Portal On... @ Mon May 13, 2019 11am - 12pm (CDT) (dhyrkas@crystallake.org)**
To <tkotlowski@crystallake.org>, <epluviose@crystallake.org>, <jmattson@crystallake.org>
Date Tue, 7 May 2019 14:48:31 +0000

The webinar specifics.

-----Original Appointment-----
From: kyle.demmin@ring.com <kyle.demmin@ring.com>
Sent: Monday, May 06, 2019 5:54 PM
To: kyle.demmin@ring.com; Ring HQ-WaterGarden-1-Jack Bauer (5); Derek Hyrkas
Subject: Invitation: Crystal Lake Police Department & Ring Neighbors Portal On... @ Mon May 13, 2019 11am - 12pm (CDT) (dhyrkas@crystallake.org)
When: Monday, May 13, 2019 11:00 AM-12:00 PM (UTC-06:00) Central Time (US & Canada).
Where: https://ring.zoom.us/j/4998466765, Ring HQ-WaterGarden-1-Jack Bauer (5)

You have been invited to the following event.
more details »
Crystal Lake Police Department & Ring Neighbors Portal Onboarding

When	Mon May 13, 2019 11am – 12pm Central Time - Chicago
Where	https://ring.zoom.us/j/4998466765, Ring HQ-WaterGarden-1-Jack Bauer (5) (map)
Calendar	dhyrkas@crystallake.org
Who	• kyle.demmin@ring.com - organizer • dhyrkas@crystallake.org

_____

Kyle Demmin is inviting you to a scheduled Zoom meeting.

Join Zoom Meeting
https://ring.zoom.us/j/4998466765

One tap mobile
+16468769923,,4998466765# US

Dial by your location
+1 646 876 9923 US

Meeting ID: 499 846 6765
Find your local number: https://zoom.us/u/aegRd2bq4V

Meeting ID: 499 846 6765

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From <dhyrkas@crystallake.org>
Subject **RE: Neighbors Portal by Ring: Onboarding for Crystal Lake Police Department, IL**
To <kyle.demmin@ring.com>
Date Tue, 7 May 2019 14:48:52 +0000

Thanks.

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Sent: Monday, May 06, 2019 5:56 PM
To: Derek Hyrkas <dhyrkas@crystallake.org>
Cc: Rohit Murti <rohit.murti@ring.com>
Subject: Re: Neighbors Portal by Ring: Onboarding for Crystal Lake Police Department, IL

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> > Chief Hyrkas,
> >
> > Apologies for the delayed response, I've been in the air traveling today. It's great to meet you and looking forward to working with you! As Rohit mentioned above, the next step is to schedule a 1 hour webinar to get everyone up to speed on Ring Neighbors Portal. I'm pretty booked up for the next two weeks. I'm pretty wide open on the week of May 13th-17th. What days and times will work for your team that week to schedule the webinar to get Crystal Lake PD on-boarded to Portal?
> >
> > Best,
> > Kyle
> >
> > **Derek Hyrkas | Deputy Chief | Police**
> > City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
> > Website: www.crystallake.org | Phone: 815-356-3767
> >
> > On Mon, Apr 29, 2019 at 1:02 PM Rohit Murti <rohit.murti@ring.com> wrote:
> >
> > > Chief Hyrkas,

Please find the fully signed MOU agreement, attached. Thank you for working with me through this process. Please allow me to introduce you to your Partner Success Manager - Kyle Demmin.

Kyle brings extensive experience in the business and is well positioned to successfully onboard and work with you and Crystal Lake Police Department. The next step to commence Portal onboarding will be to set up a 1-hour webinar with you, key stakeholders and Kyle. As the onboarding is of a 'train-the-trainer' style, we only require the following personnel to join:

- **Partnership Coordinator** - main champion for the Ring partnership
  - Name - Chief Derek Hyrkas
  - Email - dhyrkas@crystallake.org
- **Press/Media Coordinator** - typically the PIO who will coordinate the initial partnership announcement and ongoing PR
  - Name - Chief Tom Kotlowski
  - Email - tkotlowski@crystallake.org
- **Community Relations Coordinator** - the person who oversees the team that interfaces with the community at events, HOA meetings, Neighborhood Watch meetings, etc.
  - Name - Officer Ed Pluviose
  - Email - epluviose@crystallake.org
- **Investigative Coordinator** - your resident expert when the department wants to send a video request. This person will be trained on best practices for ensuring the maximum participation and sharing of videos.
  - Name - Detective Jeff Mattson
  - Email - jmattson@crystallake.org

Involvement by each of these groups is essential for active community participation (specifically on video requests) and overall long-term success of the partnership. Please ensure you have access to a computer in order for us to screen-share the Portal with you. Kyle, could you please coordinate with Chief Hyrkas to identify a day and time that works for all of your schedules?

Thank you, to you both, for your time.

Sincerely,

Rohit D. Murti

Community Partnerships Manager
T 832.992.9910 **E** rohit.murti@ring.com

1523 26th St.
Santa Monica, CA 90404
www.ring.com

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--

Kyle Demmin

Partner Success Manager
kyle.demmin@ring.com
714-381-6291

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Santa Monica, CA 90404
www.ring.com

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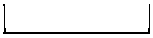
Kyle Demmin

Partner Success Manager
kyle.demmin@ring.com
714-381-6291



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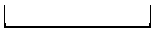
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From <epluviose@crystallake.org>
Subject **Accepted: FW: Invitation: Crystal Lake Police Department & Ring Neighbors Portal On... @ Mon May 13, 2019 11am - 12pm (CDT) (dhyrkas@crystallake.org)**
To <kyle.demmin@ring.com>
Date Tue, 7 May 2019 14:49:09 +0000

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From <jmattson@crystallake.org>
Subject **Accepted: FW: Invitation: Crystal Lake Police Department & Ring Neighbors Portal On... @ Mon May 13, 2019 11am - 12pm (CDT) (dhyrkas@crystallake.org)**
To <kyle.demmin@ring.com>
Date Tue, 7 May 2019 18:25:27 +0000

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From <dhyrkas@crystallake.org>
Subject **Draft Release Ring**
To <kyle.demmin@ring.com>
Date Mon, 13 May 2019 16:10:30 +0000

Draft.

Derek Hyrkas | Deputy Chief | Police
City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
Website: www.crystallake.org | Phone: 815-356-3767

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From <dhyrkas@crystallake.org>
Subject **Draft Release Ring**
To <kyle.demmin@ring.com>
Date Mon, 13 May 2019 16:10:30 +0000

Draft.

Derek Hyrkas | Deputy Chief | Police
City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
Website: www.crystallake.org | Phone: 815-356-3767

PRESS RELEASE

Crystal Lake Police Department

FOR IMMEDIATE RELEASE: **DRAFT**

CONTACT: Deputy Chief Derek Hyrkas
100 West Woodstock Street.
Crystal Lake, Illinois, 60014
(815) 356-3767

Crystal Lake Police Department Joins 'Neighbors' by Ring to Provide Users with Real-Time, Local Crime and Safety Information

The Crystal Lake Police Department announced today that it is joining the Neighbors app to provide the Crystal Lake community with real-time, local crime and safety information. The Neighbors network already has millions of users and has been instrumental in catching package thieves, stopping burglaries, and keeping neighborhoods safe.

Download the free Neighbors app, join your neighborhood, and use the app to: monitor neighborhood activity; share crime and safety-related videos, photos and text-based posts; and receive real-time safety alerts from your neighbors, local law enforcement and the Ring team. The Neighbors app is not an alternative to contact police for emergencies or police reports. All crimes should be reported to 911 or the non-emergency number 815-356-3620.

The Crystal Lake Police Department is pleased to establish the partnership with Ring and the Neighbors App as this will provide the Crystal Lake community with the next generation of a modern day virtual "Neighborhood Watch Program", and improve neighborhood safety by enhancing the flow of information between the residents and police.

Jamie Siminoff, Chief Inventor and Founder of Ring, said: "We're excited to have the Crystal Lake Police Department join Neighbors to keep their community up-to-date on local crime and safety information. Over the past few years we have learned that, when neighbors, the Ring team and law enforcement all work together, we can create safer communities. Neighbors is meant to facilitate real-time communication between these groups, while maintaining neighbor privacy first and foremost. By bringing security to every neighbor with the free Neighbors app, the Crystal Lake community can stay on top of crime and safety alerts as they happen."

How It Works

- Download the Neighbors app for iOS/Android: https://download.ring.com/crystallake).
- Opt-in to join your neighborhood.

- Customize the geographic area you want to receive notifications (users must verify where they are located and cannot participate in other neighborhoods).
- Receive real-time alerts from your neighbors, local law enforcement and the Ring team that inform of crime and safety alerts as they happen.
- View local crime and safety posts via a live feed or interactive map.
- Share text updates, photos and videos taken on any device, including Ring's home security devices.
- Work with your community to make neighborhoods safer.
- **Note: This app should never be used to report a crime. The Crystal Lake Police Department will not monitor the Neighbors app continuously. Please report all crime directly to the police: If an emergency, dial 911. For non-emergency, please call us at 815-356-3620.**

Privacy Notice

The Crystal Lake Police Department will ***not*** have access to any videos unless shared by citizens in the Neighbors app. We will also ***not*** have access to the exact addresses of those who join. Our restrictions will be the very same restrictions set by Ring for any other user in order to safeguard your privacy.

About Ring

Ring's mission is to reduce crime in neighborhoods by creating a Ring of Security around homes and communities. Ring is an Amazon company. The Ring product line, along with Neighbors by Ring, enable Ring to offer affordable, whole-home and neighborhood security devices and services. For more information, visit www.ring.com.

From Kyle Demmin <kyle.demmin@ring.com>
Subject **Re: Draft Release Ring**
To Derek Hyrkas <dhyrkas@crystallake.org>
Date Mon, 13 May 2019 10:11:46 -0700

Thank you for sending over. Can you please remind me who had originally sent this over to you?

I'll get this sent over to our media team as well and will have you both cc'd.

On Mon, May 13, 2019 at 9:11 AM Derek Hyrkas <dhyrkas@crystallake.org> wrote:

> Draft.
>
> **Derek Hyrkas | Deputy Chief | Police**
> City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
> Website: www.crystallake.org | Phone: 815-356-3767
>
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Kyle Demmin
Partner Success Manager
kyle.demmin@ring.com
714-381-6291

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1523 26th St.
Santa Monica, CA 90404
www.ring.com

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Join the new neighborhood watch.
Neighbors Portal Resource Center

From <dhyrkas@crystallake.org>
Subject **RE: Draft Release Ring**
To <kyle.demmin@ring.com>
Date Mon, 13 May 2019 17:15:54 +0000

Rohit, but I made some adjustments.

From: Kyle Demmin <kyle.demmin@ring.com>
Sent: Monday, May 13, 2019 12:12 PM
To: Derek Hyrkas <dhyrkas@crystallake.org>
Cc: Thomas Kotlowski <tkotlowski@crystallake.org>
Subject: Re: Draft Release Ring

Thank you for sending over. Can you please remind me who had originally sent this over to you?

I'll get this sent over to our media team as well and will have you both cc'd.

On Mon, May 13, 2019 at 9:11 AM Derek Hyrkas <dhyrkas@crystallake.org> wrote:

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From Kyle Demmin <kyle.demmin@ring.com>
Subject **Re: Draft Release Ring**
To Derek Hyrkas <dhyrkas@crystallake.org>
Date Mon, 13 May 2019 15:56:15 -0700

+ Adding Ring Media Team

@**Ring Media** - Please review the Press Release draft sent over by the Crystal Lake Police Department.

Crystal Lake Police Department was onboarded this morning and are ready to go live in Portal once the PR draft has been approved.

Thank you!

On Mon, May 13, 2019 at 9:11 AM Derek Hyrkas <dhyrkas@crystallake.org> wrote:

> Draft.
>
> **Derek Hyrkas | Deputy Chief | Police**
> City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
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From Kyle Demmin <kyle.demmin@ring.com>
Subject **Neighbors Portal by Ring: Onboarding for Crystal Lake Police Department**
To Derek Hyrkas <dhyrkas@crystallake.org>, Thomas Kotlowski <tkotlowski@crystallake.org>, <epluviose@crystallake.org>, <jmattson@crystallake.org>
Date Mon, 13 May 2019 16:03:38 -0700

Evening Everyone,

Thank you all for your time this morning. Please see below for next steps to get Portal up and running.

1. Account Provisioning - Attached is an Excel doc outlining what's needed to provision users. **Please add everyone that would potentially need an account and send it back so we can set up their accounts**. Let me know if you have any questions on this!

2. Browser Compatibility - Portal is compatible with Chrome or Firefox. Please refrain from using Internet Explorer or any others not listed above.

3. Training Materials - Attached are Training Materials that you can distribute to users that are provisioned. These should help provide context and baseline knowledge for them to properly use Portal.

4. Internal Standard Operating Procedures - Please see attached for a sample SOP that was created by one of our earlier law enforcement partners.

5. Template Comments - Please see attached for an excel sheet that has a list of template comments that you can copy/paste when replying to Posts.

Otherwise, thank you everyone again for your time earlier and let me know if you have any questions!

--

Kyle Demmin
Partner Success Manager
kyle.demmin@ring.com
714-381-6291

---

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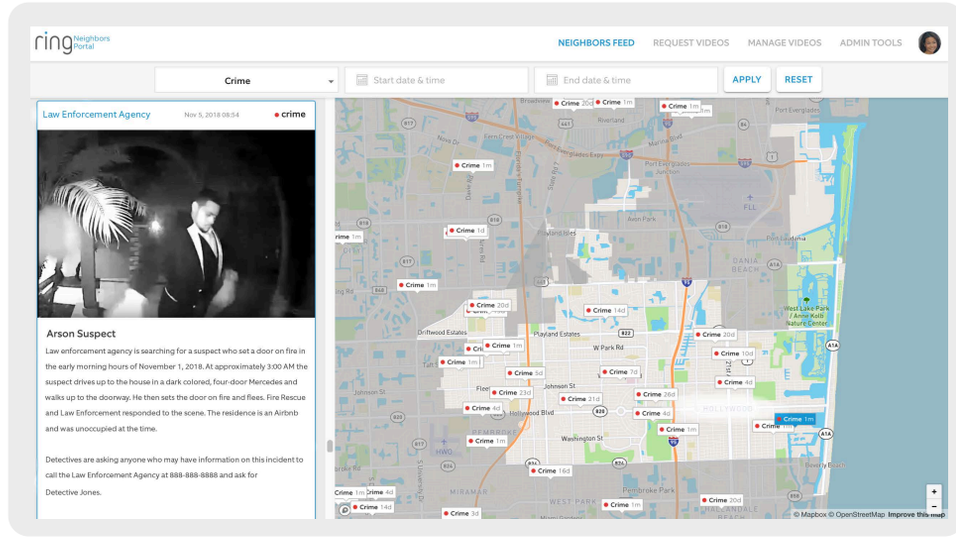
Type	Comment
Read Receipt	Thank you for sharing this post. I will pass this along
	Thank you for sharing this video. it was forwarded to night shift patrol.
	Thank you for your support!
	Thank you for your honest feedback!
	you know. Enjoy your day.
	strive to keep [COUNTY] safe. We ask that you spread the word about this Neighbors App by texting [TEXTCODE] to 555888.
	sure he has this video to help us catch the individual. If anyone has any information as to who this is, please contact us at [PHONE
	Good job being observant! Most legitimate contractors have clearly marked vehicles or identification on them. Thanks for posting!
Need Further Info	you please email me your name, case number, and telephone number to [EMAIL]? I would like to reach out to my counterpart in
	you, [NAME]
	Hi there, one of our Detectives is familiar with him. If there was a crime committed please let us know so we can follow up. Thanks.
	Can you share your video as well? If not on this forum you can send it to [EMAIL].
	If anyone has a video of this suspect or suspect vehicle, please let me know. [PHONE #]
	can you direct me to where you posted the video, and if not, would you be able to post it and provide the report number? Since this
	Do you have video from this incident? It could greatly assist in the investigation.
	incident can be looked into further please. Thank you for your time!
	record that your neighborhood is having issues.
	Can you please call the [AGENCY] to report the crime. We need this to proceed with an investigation.
	matter.
	Do you have any video or information you can share with [AGENCY]?
	you know the whereabouts of Mr. Jones, please contact [NAME]. Thank you!
	neighbor and have them contact the [AGENCY] if any property is missing. Again, thank for sharing the video!
Provide Service	you are away, please call the Sheriff's Office at [PHONE #].
	Forwarding to officers who work in your area.
	Thank you for posting the video. We will have officers do extra patrols in the area.
Tips	You can report this to animal control directly by calling [PHONE #].
	possible. You can call our direct line at [PHONE #] or 911.
	we ask you to call the [AGENCY] and we will dispatch a patrol officer to investigate. Always remember it's better to be safe than
	[ANIMAL CONTROL AGENCY] of any sightings. Remember to respect [STATE] wildlife and give them their space. Never attempt
	case#19-007717. I know we have requested video from the HOA but anything can help. As a reminder to those who have vehicles
Updates/Resolved	wrong address. He used the information provided to him by the tracking details of his order. When he used a ride service to get to
	you are away, please call the Sheriff's Office at [PHONE #].
	Thank you for posting. Please report any suspicious activity by calling [PHONE #].
	The scene has been cleared. The investigation continues into who made the false report.
	Morning, in the event this occurs again or anything suspicious please call: [PHONE #]
	anyway.
	Can you please call the Police Department to report the crime. We need this to proceed with an investigation.
	Hello, I can confirm that this person is indeed a police officer so there is no cause for alarm.
	This is an actual police officer. His name is [TITLE/NAME] with [AGENCY]
	UPDATE: Man arrested for burglary/theft of tools A 33-year-old [CITY] man was arrested Friday for the theft of more than $3,000 in tools from a construction company in [CITY]. Thomas Lee was charged with burglary, larceny and damage to property. Deputy Lopez was called to Auburn road on Aug. 20 where he met with a construction worker. The worker stated someone broke their warehouse lock and stole $3,300 in heavy tools such as a drill press and planer, among others. [COUNTY] Det. David Fernandez was assigned to investigate. Det. Jones met with the property manager and obtained several security video images of the incident. Det. Smith and other Lower Keys Criminal Investigations Unit detectives developed potential suspects from multiple business security videos. Meanwhile, they also received a call that someone was selling stolen tools from a location on [CITY]. Detectives responded to [CITY] and located several tools with matching serial numbers of those stolen from the Ted's Hardware warehouse. A person who was interviewed as part of the investigation was able to give detailed information about the Ted's Hardware burglary. That led detectives to Lee, who was interviewed on Friday morning. He initially denied involvement, but changed his story several times regarding where he was at the time of the burglary. Lee was taken to jail. The Sheriff's Office is investigating multiple other burglaries in the [CITY] and more charges/arrests may be pending.
Ring Info	It is apparent that the [AGENCY] has partnered up with Ring to utilize their digital neighborhoods app, but, it should be noted that this app operates with any brand digital camera system that is able to upload video. Ring does offer both the door bell and flood light options, however, my suggestion is to research camera devices that can accommodate your security needs.
	Please spread the word! Joining the app is absolutely FREE by texting [TEXT CODE] to 555888
	It is apparent that the [AGENCY] has partnered up with Ring to utilize their digital neighborhood watch app. It's free to use and you don't need any kind of video surveillance to use the app. Ring does offer both the door bell and flood light options, however, my suggestion is to research camera devices that can accommodate your security needs.
	Neighbor 28, the [AGENCY] wants to take advantage of every opportunity to mitigate crime in our community. Being apart of this digital forum provides us with real time activity and most importantly it affords us to work closely with our residents and their concerns. Thank you for your support! Please spread the word about the Neighbors App!
	Yes if you are receiving these messages along with the alerts you are on the Neighbors App. You don't need a Ring device to join the Neighbors App. This forum is for anyone who wants to be on a digial crime watch. Thank you for your feedback!
	You can post any video or picture (can be from any type of device, not just a Ring device) to this portal through the attachment option.

General Tips:
are aware of the great work you're doing for them.
Always leave your contact name and phone #.
to comments.
Express gratitude

Neighbors Portal Training Guide

Neighbors Feed

Aggregate view of all Neighbor and Law Enforcement posts within and around your jurisdiction



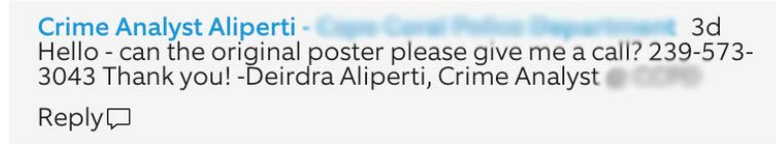
Ability to view all posts or filter by category:

1. Crime
2. Safety
3. Suspicious
4. Stranger
5. Lost Pet

Notes:

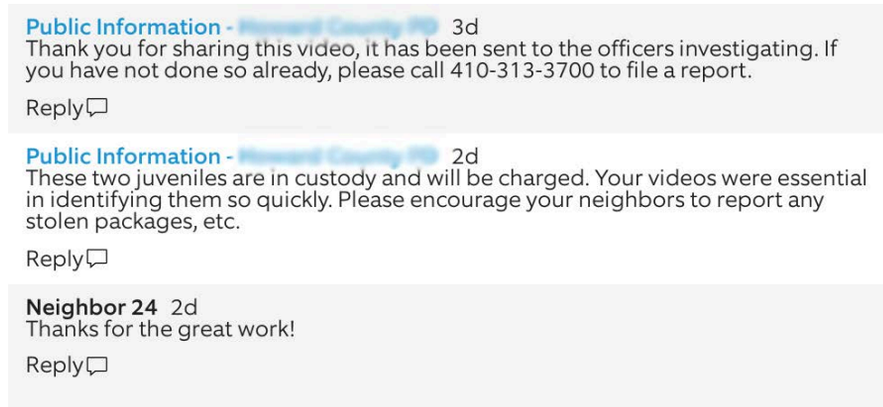
Commenting

Shows the community that Law Enforcement is engaging and being proactive



Neighbors are anonymous

Law Enforcement is not anonymous and includes the user's name and department name



Notes:

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Posting

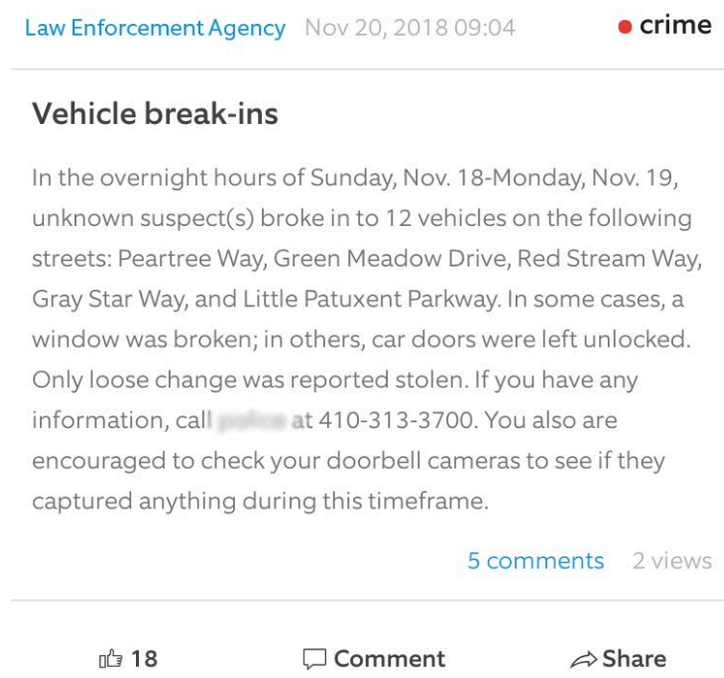
Localized messaging system (not jurisdiction-wide)

Requires an address (hidden from public view) to determine recipients

Neighbors who are subscribed to that area will receive a notification

Effective way to solicit information from the community

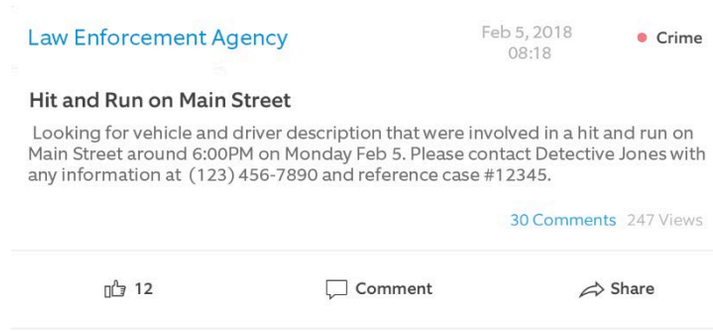
Notes:



Suggested Content

Anything actionable that could be categorized as crime and safety

1. **PSA**
2. **BOLO**
3. **Request for information**

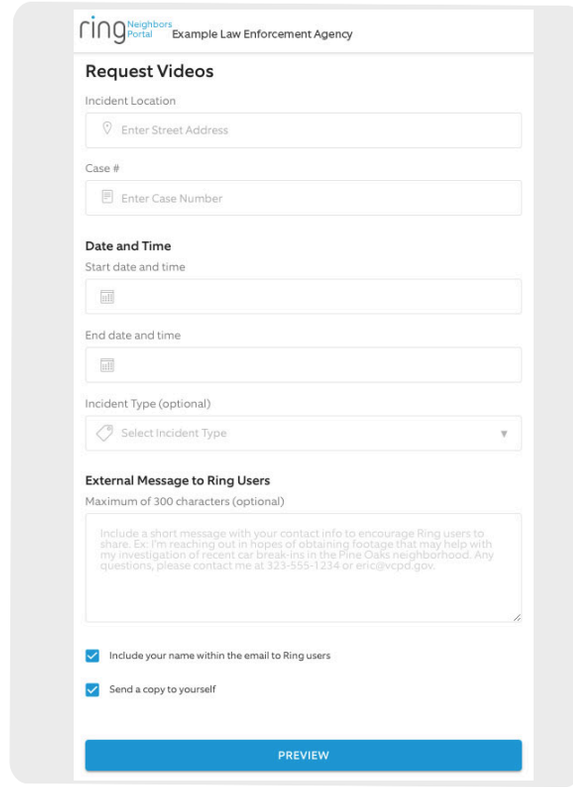


Notes:

Confidential - For Internal Use Only

Request Form

1. Incident Location
    a. Required to determine area of interest
2. Case #
    a. Internal reference number
3. Start Date/End Date
    a. Max 12-hour window
    b. Up to 45 days in the past
4. Incident Type
    a. Select Category
5. External Message to Ring Users
    a. Add a custom message with details and/or contact info
6. Click 'Submit' to see a preview



Notes:

Camera Map

Heat Map of all active Ring cameras in jurisdiction

- *Exact locations obscured for privacy*

Stretch polygon points to define a geo fence around the area of interest

Minimum of 0.025 square miles, maximum of 0.5 square miles



Notes:

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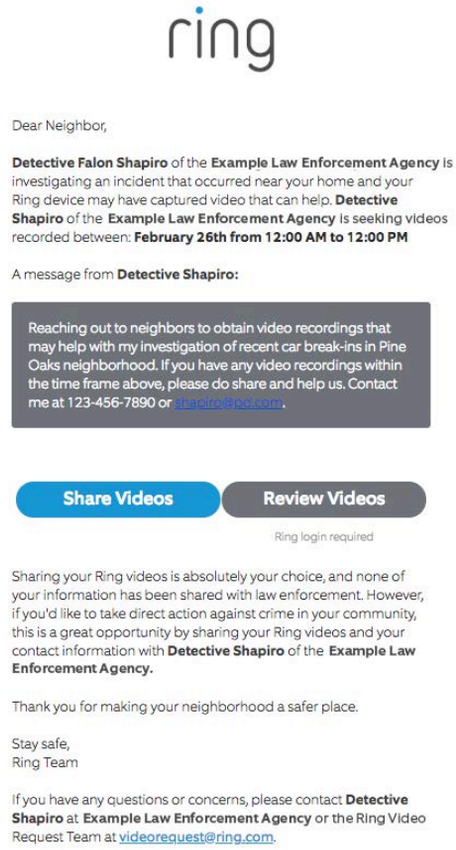
Email to Ring User

Sent to Ring User from Ring Team on behalf of Agency

Ring User will receive email with two options:

1. Share Videos
2. Review Videos
    a. Allows user to send selected videos

Click send to confirm Video Request



ring

Dear Neighbor,

Detective Falon Shapiro of the **Example Law Enforcement Agency** is investigating an incident that occurred near your home and your Ring device may have captured video that can help. **Detective Shapiro** of the **Example Law Enforcement Agency** is seeking videos recorded between: **February 26th from 12:00 AM to 12:00 PM**

A message from **Detective Shapiro:**

Reaching out to neighbors to obtain video recordings that may help with my investigation of recent car break-ins in Pine Oaks neighborhood. If you have any video recordings within the time frame above, please do share and help us. Contact me at 123-456-7890 or shapiro@pd.com.

Share Videos | Review Videos

Ring login required

Sharing your Ring videos is absolutely your choice, and none of your information has been shared with law enforcement. However, if you'd like to take direct action against crime in your community, this is a great opportunity by sharing your Ring videos and your contact information with **Detective Shapiro** of the **Example Law Enforcement Agency.**

Thank you for making your neighborhood a safer place.

Stay safe,
Ring Team

If you have any questions or concerns, please contact **Detective Shapiro** at **Example Law Enforcement Agency** or the Ring Video Request Team at videorequest@ring.com.

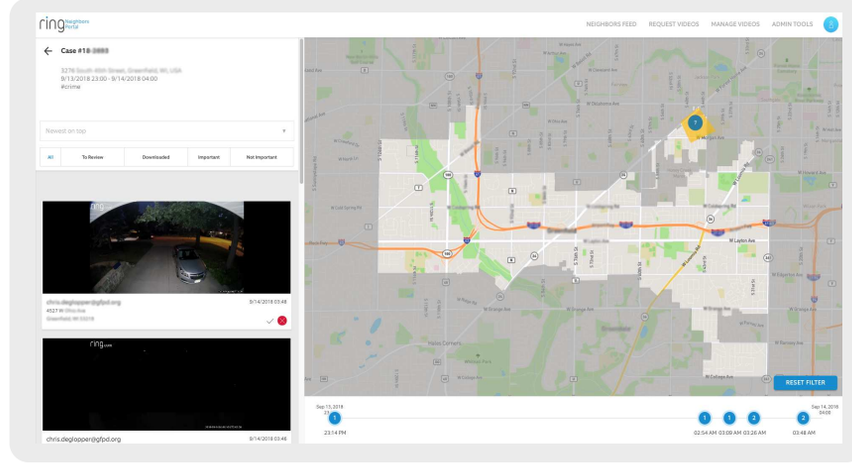
Notes:

Manage Cases

Select Case to view submitted videos

Select Video to review footage

1. Categorize each video as important or not important
2. Important videos can be downloaded onto a desktop in MP4 format and uploaded into an evidence management system
3. Videos marked as not important will be archived



Notes:

Confidential - For Internal Use Only

Neighbors App and Law Enforcement Portal

353.1 PURPOSE AND SCOPE

The department recognizes that robust crime prevention efforts in partnership with the community are essential to the reduction of crime in our community. The purpose of this policy is to set forth the guidelines for operations related to the Neighbors smartphone App and Law Enforcement Portal.

353.2 DEFINITIONS

- **Neighbors App** - A smartphone application which allows members of the community to participate in a digital neighborhood watch and share and comment on videos, photos and text posts related to crime and safety. Users may post videos and photos from any source. The Neighbors app does not promote the purchase of any product or endorse any specific vendor.
- **Neighbors** - Users of the Neighbors App.
- **Neighbors Feed** - A chronological list of crime and safety related posts shared by neighbors and available through the Law Enforcement Portal.
- **Law Enforcement Portal** - A cloud based application available only to law enforcement that allows agency members to:
    - Collaborate with Neighbors by creating locally specific crime and safety-related alerts of interest to app users,
    - View and comment on Neighbor posts, request additional information and provide follow-up to their concerns.
    - Request videos from Neighbors when a crime or safety event occurs.
- **Alert Zones** - Specific areas (such as squad areas, beats and patrol zones) within which an alert to specific agency members can be generated when a Neighbor shares a post.
- **Video Request** - The process of requesting video from Neighbors through the Law Enforcement Portal.
- **Neighbors Coordinator** - The Primary Point of Contact for the Neighbors App and Law Enforcement Portal who will coordinate all Department operations, access and use of these tools.

353.3 ACCESS AND USE

Access to and use of the Law Enforcement Portal will be strictly controlled. Only those members authorized by the Chief of Police or designee shall access the Law Enforcement Portal using the credentials provided to them. Members shall not use another member's credentials to access the Portal.

All use of the Portal shall be for legitimate law enforcement purposes only. Use of video or photos obtained from the publicly shared Neighbors Feed shall be downloaded and shared only for

legitimate investigatory or intelligence gathering purposes. All media obtained shall be stored and archived in compliance with Department record retention and evidence retention policies.

Unless specifically authorized by the Chief of Police or designee, members shall access the Law Enforcement Portal only from Department computers and devices and shall not access the Law Enforcement Portal during non-duty hours.

Use of the Portal to assist another agency in their investigation is generally discouraged and shall be done only with the approval of the Neighbors Coordinator. Agencies requesting access to or information from the Portal should be referred to the vendor.

353.4 NEIGHBORS COORDINATOR

The Neighbors Coordinator will:

- Determine appropriate access levels for Department members based on their operational need and in the best interests of the Department.
- Develop an implement a system through which monitoring of the Neighbors Feed and interaction with Neighbors through the Portal occurs on a regular basis.
- Insure members are appropriately trained to their level of access.
- Periodically audit the use Portal to insure compliance with this policy.
- Monitor program success, report ot the command staff and implement changes when appropriate.

353.5 COMMUNITY ENGAGEMENT

Community engagement is essential to the success of this digital neighborhood watch. As such, participation shall be a focus area for community crime prevention efforts. The Department may produce flyers and other literature promoting the use of the app. Crime Prevention Officers may provide information on the program during community meetings and events.

The Social media Coordinator shall be the primary point of contact for alerts and comments to the Neighbors Feed. All supervisory personnel shall have the ability to post alerts and comment on Neighbor posts in the Neighbors Feed. Other agency members may be authorized to comment on Neighbors Feed content based on operational needs.

Members who are authorized to comment on Neighbors Feed content are encouraged to do so regularly.

353.6 GENERAL OPERATIONS

The Department recognizes the value of the critical crime and safety information shared by Neighbors in the Neighbors Feed. Patrol personnel are encouraged to monitor the feed daily for information indicating criminal activity, and the identification of common or known suspects.

- Specific agency members may be designated to receive alerts when a Neighbor posts in a specific, relevant area.

- Supervisors may share the Neighbors Feed at roll call to alert members to crime and safety events and identify suspects.
- Members may access the Portal from their MDC in compliance with the mobile computing policy.
- Members who observe obvious criminal activity in a Neighbor post shall check the comment section to determine if the agency is aware of the incident. If it appears the agency is unaware, the member shall alert their supervisor.

353.7 INVESTIGATIVE OPERATIONS

The Law Enforcement Portal allows investigators to request videos from device owners within a specified area. All Video Requests shall adhere to these strict guidelines.

When an investigator determines a Video Request is appropriate for a given case, they shall seek approval from the CIB Supervisor. If the CIB Supervisor is unavailable and the request ir urgent, any supervisory member may authorize the video request. The supervisor authorizing the request shall notify the CIB Supervisor of the authorization by email as soon as practicable.

- Investigators should attempt to narrow the scope of the video request to an appropriate time period and duration to avoid an overly broad request.
- Investigators should remain aware that device locations are offset to protect owner privacy and adjust the area of the request accordingly.
- In cases involving serious crimes, investigators will not use the Video Request feature as a substitute for neighborhood canvas.

Video Requests shall be coordinated with the Social Media Coordinator and/or the Neighbors Coordinator to ensure that a neighborhood alert is sent in conjunction with the Video Request.

353.8 EVIDENTIARY CONSIDERATIONS

All media obtained from the Neighbors Feed or through a Video Request shall be preserved and maintained in accordance with established record retention and evidence storage policies.

Media obtained through a Video Request remains in the case management area of the Portal and is stored in the cloud indefinitely. Investigators or analysts who video a video and make the determination that it is of evidentiary value shall download the video, begin the chain of custody and preserve it according to our evidence storage policy.

From Kyle Demmin <kyle.demmin@ring.com>
Subject **Re: Neighbors Portal by Ring: Onboarding for Crystal Lake Police Department**
To Derek Hyrkas <dhyrkas@crystallake.org>, Thomas Kotlowski <tkotlowski@crystallake.org>, <epluviose@crystallake.org>, <jmattson@crystallake.org>
Date Tue, 14 May 2019 15:49:03 -0700

Evening Everyone,

Wanted to check in to see if the Portal User Setup sheet has been completed. Please let me know once this is the case and I'll get everyone invited with their Portal account.

I'm still waiting on Ring Media to approve the Press Release, but that should be turned around in next day or so.

On Mon, May 13, 2019 at 4:03 PM Kyle Demmin <kyle.demmin@ring.com> wrote:

> Evening Everyone,
>
> Thank you all for your time this morning. Please see below for next steps to get Portal up and running.
>
> **1. Account Provisioning** - Attached is an Excel doc outlining what's needed to provision users. **Please add everyone that would potentially need an account and send it back so we can set up their accounts**. Let me know if you have any questions on this!
>
> **2. Browser Compatibility** - Portal is compatible with Chrome or Firefox. Please refrain from using Internet Explorer or any others not listed above.
>
> **3. Training Materials** - Attached are Training Materials that you can distribute to users that are provisioned. These should help provide context and baseline knowledge for them to properly use Portal.
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>
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> Otherwise, thank you everyone again for your time earlier and let me know if you have any questions!
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> Partner Success Manager
> kyle.demmin@ring.com
> 714-381-6291
>
> ring
>
> 1523 26th St.
> Santa Monica, CA 90404
> www.ring.com
>
> Download the Neighbors App.
> Join the new neighborhood watch.
>
> **Neighbors Portal Resource Center**

--

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ring

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Neighbors Portal Resource Center

From <jmattson@crystallake.org>
Subject **Det. Mattson CLPD**
To <kyle.demmin@ring.com>
Date Wed, 15 May 2019 12:43:08 +0000

Good morning Kyle,

Quick question. For the purpose of user and admin, users are able to post and make comments correct?

Thanks

Jeff

Jeff Mattson | Detective | Police
City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
Website: www.crystallake.org | Phone: 815-356-3608

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From <dhyrkas@crystallake.org>
Subject **RE: Neighbors Portal by Ring: Onboarding for Crystal Lake Police Department**
To <kyle.demmin@ring.com>
Date Wed, 15 May 2019 13:41:24 +0000

Hi Kyle,

I attached our roster.

From: Kyle Demmin <kyle.demmin@ring.com>
Sent: Tuesday, May 14, 2019 5:49 PM
To: Derek Hyrkas <dhyrkas@crystallake.org>; Thomas Kotlowski <tkotlowski@crystallake.org>; Edgard Pluviose Jr <epluviose@crystallake.org>; Jeff Mattson <jmattson@crystallake.org>
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Derek Hyrkas | Deputy Chief | Police
City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
Website: www.crystallake.org | Phone: 815-356-3767

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> Partner Success Manager
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> 714-381-6291
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> Santa Monica, CA 90404
> www.ring.com
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> Download the Neighbors App.
> Join the new neighborhood watch

Join the new neighborhood watch.

Neighbors Portal Resource Center

--

Kyle Demmin

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Rank/Title	First	Last	Email	Phone	Badge No.	Permission Type	Ability to Post Alerts	Ability to Send Video Request	Assigned Alert Zone
Deputy Chief	Derek	Hyrkas	dhyrkas@crystallake.org	815-356-3767	4056	Admin	Yes	Yes	default
Deputy Chief	Tom	Kotlowski	tkotlowski@crystallake.org	815-356-3730	4447	Admin	Yes	Yes	default
Officer	Ed	Pluviose	epluviose@crystallake.org	815-356-3731	4446	User	Yes	Yes	default
Detective	Jeff	Mattson	jmattson@crystallake.org	815-356-3608	4421	User	Yes	Yes	default
Commander	Ron	Joseph	rjoseph@crystallake.org	815-356-3768	4067	User	Yes	Yes	default
Sergeant	Mike	Gasparaitis	mgasparaitis@crystallake.org	815-356-3629	4094	User	Yes	Yes	default
Commander	Scott	Miller	smiller@crystallake.org	815-356-3603	4410	User	Yes	Yes	default
Commander	Rick	Neumann	rneumann@crystallake.org	815-356-3756	4428	User	Yes	Yes	default

From Kyle Demmin <kyle.demmin@ring.com>
Subject **Re: Neighbors Portal by Ring: Onboarding for Crystal Lake Police Department**
To Derek Hyrkas <dhyrkas@crystallake.org>
Date Wed, 15 May 2019 00:31:36 -0700

Morning Chief Hyrkas,

Thank you for sending over. The account invites will go out today so please keep an eye out for them.

-Kyle

On Wed, May 15, 2019 at 6:41 AM Derek Hyrkas <dhyrkas@crystallake.org> wrote:

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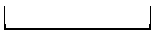
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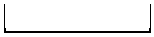
Kyle Demmin

Partner Success Manager
kyle.demmin@ring.com
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Neighbors Portal Resource Center

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Neighbors Portal Resource Center

From Ring Team <no-reply@ring.com>
Subject **You've been invited to join Ring Neighbors Portal**
To <dhyrkas@crystallake.org>
Date Wed, 15 May 2019 20:25:34 +0000

ring

You've been invited to join Ring Neighbors Portal.

Ring invites you to join the **Crystal Lake Police Department** in the Ring Neighbors Portal.

Neighbors Portal provides the **Crystal Lake Police Department** with access to the Neighbors App, which is the largest crime-focused neighborhood watch in the country. You'll also have the ability to request video footage from Ring video doorbells and security cameras to assist in your investigations.

Join Portal Now

*Neighbors Portal is currently only supported in Google Chrome & Firefox browsers. Unfortunately, Internet Explorer is currently not supported.

Email intended for dhyrkas@crystallake.org.

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ring

From Ring Team <no-reply@ring.com>
Subject **You've been invited to join Ring Neighbors Portal**
To <tkotlowski@crystallake.org>
Date Wed, 15 May 2019 20:26:23 +0000

ring

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ring

From Ring Team <no-reply@ring.com>
Subject **You've been invited to join Ring Neighbors Portal**
To <epluviose@crystallake.org>
Date Wed, 15 May 2019 20:28:15 +0000

ring

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ring

From Ring Team <no-reply@ring.com>
Subject **You've been invited to join Ring Neighbors Portal**
To <rjoseph@crystallake.org>
Date Wed, 15 May 2019 20:28:47 +0000

ring

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ring

From Ring Team <no-reply@ring.com>
Subject **You've been invited to join Ring Neighbors Portal**
To <mgasparaitis@crystallake.org>
Date Wed, 15 May 2019 20:29:38 +0000

ring

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ring

From Ring Team <no-reply@ring.com>
Subject **You've been invited to join Ring Neighbors Portal**
To <smiller@crystallake.org>
Date Wed, 15 May 2019 20:31:14 +0000

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ring

From Ring Team <no-reply@ring.com>
Subject **You've been invited to join Ring Neighbors Portal**
To <rneumann@crystallake.org>
Date Wed, 15 May 2019 20:32:29 +0000

ring

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ring

From Kyle Demmin <kyle.demmin@ring.com>
Subject **Re: Neighbors Portal by Ring: Onboarding for Crystal Lake Police Department**
To Derek Hyrkas <dhyrkas@crystallake.org>
Date Wed, 15 May 2019 13:33:58 -0700

Afternoon Chief Hyrkas,

The account invites have been process and those should be in everyone's inboxes. Please let me know if anyone didn't receive them!

Thank you,
Kyle

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www.ring.com

Download the Neighbors App.
Join the new neighborhood watch.

Neighbors Portal Resource Center

--

Kyle Demmin

Partner Success Manager
kyle.demmin@ring.com
714-381-6291

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Santa Monica, CA 90404
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From Kyle Demmin <kyle.demmin@ring.com>
Subject **Re: Det. Mattson CLPD**
To Jeff Mattson <jmattson@crystallake.org>
Date Wed, 15 May 2019 17:48:26 -0700

Evening Jeff,

I apologize for just responding to this now. I must've opened this email around 6am my time and not have had my morning coffee yet!

Here's a brief review of portal:

1. **Users** - ALL users can comment. Additionally, users will be given access to either Post Alerts or Send Video Requests
2. **Admin** - ALL admin users can comment as well, ALL admins will have Posting Alerts and Video Requests access. Admins are the only ones who can add new users. Admins can also view all users and see what cases they have open (if any).

Hope that helps! Please let me know if there's anything else I can help with.

Best,
Kyle

On Wed, May 15, 2019 at 5:43 AM Jeff Mattson <jmattson@crystallake.org> wrote:

> Good morning Kyle,
>
> Quick question. For the purpose of user and admin, users are able to post and make comments correct?
>
> Thanks
>
> Jeff
>
> **Jeff Mattson | Detective | Police**
> City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
> Website: www.crystallake.org | Phone: 815-356-3608
>
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Neighbors Portal Resource Center

From <dhyrkas@crystallake.org>
Subject **RE: Neighbors Portal by Ring: Onboarding for Crystal Lake Police Department**
To <kyle.demmin@ring.com>
Date Thu, 16 May 2019 13:04:37 +0000

It would appear as though everyone received their invite. Thanks Kyle.

From: Kyle Demmin <kyle.demmin@ring.com>
Sent: Wednesday, May 15, 2019 3:34 PM
To: Derek Hyrkas <dhyrkas@crystallake.org>
Subject: Re: Neighbors Portal by Ring: Onboarding for Crystal Lake Police Department

Afternoon Chief Hyrkas,

The account invites have been process and those should be in everyone's inboxes. Please let me know if anyone didn't receive them!

Thank you,
Kyle

On Wed, May 15, 2019 at 12:31 AM Kyle Demmin <kyle.demmin@ring.com> wrote:

> Morning Chief Hyrkas,
>
> Thank you for sending over. The account invites will go out today so please keep an eye out for them.
>
> -Kyle
>
> On Wed, May 15, 2019 at 6:41 AM Derek Hyrkas <dhyrkas@crystallake.org> wrote:
>
> > Hi Kyle,
> >
> > I attached our roster.
> >
> > **From:** Kyle Demmin <kyle.demmin@ring.com>
> > **Sent:** Tuesday, May 14, 2019 5:49 PM
> > **To:** Derek Hyrkas <dhyrkas@crystallake.org>; Thomas Kotlowski <tkotlowski@crystallake.org>; Edgard Pluviose Jr <epluviose@crystallake.org>; Jeff Mattson <jmattson@crystallake.org>
> > **Subject:** Re: Neighbors Portal by Ring: Onboarding for Crystal Lake Police Department
> >
> > Evening Everyone,
> >
> > Wanted to check in to see if the Portal User Setup sheet has been completed. Please let me know once this is the case and I'll get everyone invited with their Portal account.
> >
> > I'm still waiting on Ring Media to approve the Press Release, but that should be turned around in next day or so.
>
> **Derek Hyrkas | Deputy Chief | Police**
> City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
> Website: www.crystallake.org | Phone: 815-356-3767
>
> On Mon, May 13, 2019 at 4:03 PM Kyle Demmin <kyle.demmin@ring.com> wrote:
>
> > Evening Everyone,
> >
> > Thank you all for your time this morning. Please see below for next steps to get Portal up and running.
> >
> > **1. Account Provisioning** - Attached is an Excel doc outlining what's needed to provision users. **Please add everyone that would potentially need an account and send it back so we can set up their accounts**. Let me know if you have any questions on this!
> >
> > **2. Browser Compatibility** - Portal is compatible with Chrome or Firefox. Please refrain from using Internet Explorer or any others not listed above.
> >
> > **3. Training Materials** - Attached are Training Materials that you can distribute to users that are provisioned. These should help provide context and baseline knowledge for them to properly use Portal.
> >
> > **4. Internal Standard Operating Procedures** - Please see attached for a sample SOP that was created by one of our earlier law enforcement partners.
> >
> > **5. Template Comments** - Please see attached for an excel sheet that has a list of template comments that you can copy/paste when replying to Posts.

Otherwise, thank you everyone again for your time earlier and let me know if you have any questions!

--

Kyle Demmin

Partner Success Manager
kyle.demmin@ring.com
714-381-6291

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From <dhyrkas@crystallake.org>
Subject **Crystal Lake Press Release**
To <kyle.demmin@ring.com>
Date Mon, 20 May 2019 13:02:07 +0000

Hi Kyle,

Checking on the status of the press release review.

Thanks,

Derek Hyrkas | Deputy Chief | Police
City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
Website: www.crystallake.org | Phone: 815-356-3767

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From Kyle Demmin <kyle.demmin@ring.com>
Subject **Re: Crystal Lake Press Release**
To Derek Hyrkas <dhyrkas@crystallake.org>
Date Mon, 20 May 2019 07:56:20 -0700

Morning Chief Hyrkas,

Hope you had a great weekend. The press release has been sent to the Ring media team and is just waiting their approval. I'll ping them right now as well to put that back to the top of their inbox.

Appreciate your patience and we will get this live soon!

On Mon, May 20, 2019 at 6:02 AM Derek Hyrkas <dhyrkas@crystallake.org> wrote:

> Hi Kyle,
>
> Checking on the status of the press release review.
>
> Thanks,
>
> **Derek Hyrkas | Deputy Chief | Police**
> City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
> Website: www.crystallake.org | Phone: 815-356-3767
>
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kyle.demmin@ring.com
714-381-6291

ring

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Santa Monica, CA 90404
www.ring.com

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From Morgan Culbertson <morgan.culbertson@ring.com>
Subject **Re: Draft Release Ring**
To Kyle Demmin <kyle.demmin@ring.com>
Date Wed, 22 May 2019 01:44:37 -0400

Thank you Kyle and great to meet you Crystal Lake team!

Appreciate your patience here. Draft release attached with a few edits from our team in tracked changes for your final review.

Let us know if those edits are acceptable on your end and (if so) when you would plan to distribute to your local press list, social media channels, etc, so we can be ready to support and respond to inquiries as needed.

Excited to be working with you all!

Best,

Morgan

Morgan Culbertson
PR Coordinator, Neighbors
Morgan@ring.com
m: 805.822.9694

ring

1523 26th St.
Santa Monica, CA 90404
www.ring.com

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On Mon, May 13, 2019 at 6:56 PM Kyle Demmin <kyle.demmin@ring.com> wrote:

> + Adding Ring Media Team
>
> @**Ring Media** - Please review the Press Release draft sent over by the Crystal Lake Police Department.
>
> Crystal Lake Police Department was onboarded this morning and are ready to go live in Portal once the PR draft has been approved.
>
> Thank you!
>
> On Mon, May 13, 2019 at 9:11 AM Derek Hyrkas <dhyrkas@crystallake.org> wrote:
>
> > Draft.
> >
> > **Derek Hyrkas | Deputy Chief | Police**
> > City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
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kyle.demmin@ring.com
714-381-6291

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PRESS RELEASE

Crystal Lake Police Department

FOR IMMEDIATE RELEASE: **DRAFT**

CONTACT: Deputy Chief Derek Hyrkas
100 West Woodstock Street.
Crystal Lake, Illinois, 60014
(815) 356-3767

Crystal Lake Police Department Joins 'Neighbors' by Ring to Provide Users with Real-Time, Local Crime and Safety Information

The Crystal Lake Police Department announced today that it is joining the Neighbors app to provide the Crystal Lake community with real-time, local crime and safety information. The Neighbors network already has millions of users and has been instrumental in catching package thieves, stopping burglaries, and keeping neighborhoods safe.

Residents can d~~D~~ownload the free Neighbors app, join their~~your~~ neighborhood, and use the app to: ~~monitor~~ view neighborhood activity; share crime and safety-related videos, photos and text-based posts; and receive real-time safety alerts from ~~your~~ their neighbors, local law enforcement and the Ring team. The Neighbors app is not an alternative to contact police for emergencies or police reports. All crimes should be reported to 911 or the non-emergency number 815-356-3620.

The Crystal Lake Police Department is pleased to establish the partnership with Ring and the Neighbors App as this will provide the Crystal Lake community with the next generation of a modern day virtual "Neighborhood Watch Program", and improve neighborhood safety by enhancing the flow of information between the residents and police.

Jamie Siminoff, Chief Inventor and Founder of Ring, said: "We're excited to have the Crystal Lake Police Department join Neighbors to keep their community up-to-date on local crime and safety information. Over the past few years we have learned that, when neighbors, the Ring team and law enforcement all work together, we can create safer communities. Neighbors is meant to facilitate real-time communication between these groups, while maintaining neighbor privacy first and foremost. By bringing security to every neighbor with the free Neighbors app, the Crystal Lake community can stay on top of crime and safety alerts as they happen."

How It Works

- Text 'CrystalLakeIL' to 555888 or click here: ~~Download the Neighbors app for iOS/Android:~~ https://download.ring.com/crystallake to download the Neighbors app for free on iOS/Android.)~~.~~

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- Opt-in to join your neighborhood.
- Customize the geographic area you want to receive notifications (users must verify where they are located and cannot participate in other neighborhoods).
- Receive real-time alerts from your neighbors, local law enforcement and the Ring team that inform of crime and safety alerts as they happen.
- View local crime and safety posts ~~via a live feed or interactive map~~.
- Share text updates, photos and videos taken on any device, including Ring's home security devices.
- Work with your community to make neighborhoods safer.
- **Note: ~~This app should never be used to report a crime.~~ The Crystal Lake Police Department will not monitor the Neighbors app continuously. Please report all crime directly to the police: If an emergency, dial 911. For non-emergency, please call us at 815-356-3620.**

Privacy Notice

The Crystal Lake Police Department will ***not*** have access to any videos unless shared by citizens in the Neighbors app. We will also ***not*** have access to the exact addresses of those who join. Our restrictions will be the very same restrictions set by Ring for any other user in order to safeguard your privacy.

About Ring

Ring's mission is to reduce crime in neighborhoods by creating a Ring of Security around homes and communities. Ring is an Amazon company. The Ring product line, along with Neighbors by Ring, enable Ring to offer affordable, whole-home and neighborhood security devices and services. For more information, visit www.ring.com.

From <dhyrkas@crystallake.org>
Subject **RE: Draft Release Ring**
To <Morgan@ring.com>, <kyle.demmin@ring.com>
Date Wed, 22 May 2019 13:17:47 +0000

The edits are acceptable. I will distribute the press release within the hour.

From: Morgan Culbertson <morgan.culbertson@ring.com>
Sent: Wednesday, May 22, 2019 12:45 AM
To: Kyle Demmin <kyle.demmin@ring.com>
Cc: Derek Hyrkas <dhyrkas@crystallake.org>; Thomas Kotlowski <tkotlowski@crystallake.org>; Media <media@ring.com>
Subject: Re: Draft Release Ring

Thank you Kyle and great to meet you Crystal Lake team!

Appreciate your patience here. Draft release attached with a few edits from our team in tracked changes for your final review.

Let us know if those edits are acceptable on your end and (if so) when you would plan to distribute to your local press list, social media channels, etc, so we can be ready to support and respond to inquiries as needed.

Excited to be working with you all!

Best,

Morgan

Morgan Culbertson
PR Coordinator, Neighbors
Morgan@ring.com
m: 805.822.9694

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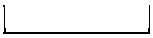
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Partner Success Manager
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Morgan

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PR Coordinator, Neighbors
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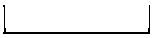
Kyle Demmin

Partner Success Manager
kyle.demmin@ring.com
714-381-6291



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Neighbors Portal Resource Center

From Ring Team <no-reply@ring.com>
Subject **Safety First: Please Verify Your Email**
To <mszumanski@crystallake.org>
Date Wed, 22 May 2019 14:23:50 +0000

ring

Hi neighbor, please verify your email.

We're happy you signed up for Ring. To start exploring the Ring app and neighborhood, please confirm your email address.

Verify Now

Did you receive this email without signing up? Click here. This verification link will expire in 24 hours.

Welcome to Ring!
The Ring Team

Email intended for mszumanski@crystallake.org.

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ring

From Ring Team <no-reply@ring.com>
Subject **You've been invited to join Ring Neighbors Portal**
To <smiller@crystallake.org>
Date Wed, 22 May 2019 15:52:03 +0000



You've been invited to join Ring Neighbors Portal.

Ring invites you to join the **Crystal Lake Police Department** in the Ring Neighbors Portal.

Neighbors Portal provides the **Crystal Lake Police Department** with access to the Neighbors App, which is the largest crime-focused neighborhood watch in the country. You'll also have the ability to request video footage from Ring video doorbells and security cameras to assist in your investigations.

Join Portal Now

*Neighbors Portal is currently only supported in Google Chrome & Firefox browsers. Unfortunately, Internet Explorer is currently not supported.



Email intended for smiller@crystallake.org.

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From Kyle Demmin <kyle.demmin@ring.com>
Subject **Re: Draft Release Ring**
To Derek Hyrkas <dhyrkas@crystallake.org>
Date Wed, 22 May 2019 13:49:24 -0500

Thank you everyone!

On Wed, May 22, 2019 at 8:18 AM Derek Hyrkas <dhyrkas@crystallake.org> wrote:

> The edits are acceptable. I will distribute the press release within the hour.
>
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> **Sent:** Wednesday, May 22, 2019 12:45 AM
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> **Cc:** Derek Hyrkas <dhyrkas@crystallake.org>; Thomas Kotlowski <tkotlowski@crystallake.org>; Media <media@ring.com>
> **Subject:** Re: Draft Release Ring
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> Morgan
>
> Morgan Culbertson
> PR Coordinator, Neighbors
> Morgan@ring.com
> m: 805.822.9694
>
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+ Adding Ring Media Team

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Thank you!

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>
> **Derek Hyrkas | Deputy Chief | Police**
> City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
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Kyle Demmin

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--

Kyle Demmin

Partner Success Manager
kyle.demmin@ring.com
714-381-6291

1523 26th St.
Santa Monica, CA 90404
www.ring.com

Download the Neighbors App.
Join the new neighborhood watch.

Neighbors Portal Resource Center

From <tkotlowski@crystallake.org>
Subject **Automatic reply: Draft Release Ring**
To <kyle.demmin@ring.com>
Date Wed, 22 May 2019 18:49:52 +0000

I am currently out of the office. Please contact Deputy Chief Hyrkas for assistance.

Thomas Kotlowski | Deputy Chief | Police
City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
Website: www.crystallake.org | Phone: 815-356-3730

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From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Introduction"**
To <epluviose@crystallake.org>
Date Thu, 23 May 2019 13:50:04 +0000

ring Neighbors Portal

Hi Officer Pluviose,

A Neighbor recently commented on one of your posts:

Post Title:

Introduction

Neighbor Comment

Neighbor30 wrote: "Thank you. "

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Introduction"**
To <epluviose@crystallake.org>
Date Thu, 23 May 2019 13:50:37 +0000

ring Neighbors Portal

Hi Officer Pluviose,

A Neighbor recently commented on one of your posts:

Post Title:

Introduction

Neighbor Comment

Neighbor25 wrote: "Thank you! "

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Introduction"**
To <epluviose@crystallake.org>
Date Thu, 23 May 2019 13:51:19 +0000

ring Neighbors Portal

Hi Officer Pluviose,

A Neighbor recently commented on one of your posts:

Post Title:

Introduction

Neighbor Comment

Neighbor17 wrote: "glad to help if I can"

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Introduction"**
To <epluviose@crystallake.org>
Date Thu, 23 May 2019 13:51:19 +0000

ring Neighbors Portal

Hi Officer Pluviose,

A Neighbor recently commented on one of your posts:

Post Title:

Introduction

Neighbor Comment

Neighbor24 wrote: "Thank you for your service "

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Introduction"**
To <epluviose@crystallake.org>
Date Thu, 23 May 2019 13:51:17 +0000

ring Neighbors Portal

Hi Officer Pluviose,

A Neighbor recently commented on one of your posts:

Post Title:

Introduction

Neighbor Comment

Neighbor13 wrote: "Very nice !"

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Introduction"**
To <epluviose@crystallake.org>
Date Thu, 23 May 2019 13:52:49 +0000

ring Neighbors Portal

Hi Officer Pluviose,

A Neighbor recently commented on one of your posts:

Post Title:

Introduction

Neighbor Comment

Neighbor23 wrote: "Thank you, thank you! :o}"

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Introduction"**
To <epluviose@crystallake.org>
Date Thu, 23 May 2019 13:52:49 +0000

ring Neighbors Portal

Hi Officer Pluviose,

A Neighbor recently commented on one of your posts:

Post Title:

Introduction

Neighbor Comment

Neighbor33 wrote: "We greatly appreciate CLPD involvement and partnership! Thank you for connecting with the community. "

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Introduction"**
To <epluviose@crystallake.org>
Date Thu, 23 May 2019 14:01:11 +0000

ring Neighbors Portal

Hi Officer Pluviose,

A Neighbor recently commented on one of your posts:

Post Title:

Introduction

Neighbor Comment

Neighbor18 wrote: "Thank you. Appreciate your service "

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to a Post You're Following: "Anybody recognize these vandals?"**
To <jmattson@crystallake.org>
Date Thu, 23 May 2019 14:02:51 +0000

ring Neighbors Portal

Hi Detective Mattson,

A Neighbor recently commented on a post you're following:

Post Title:

Anybody recognize these vandals?

Neighbor Comment

Neighbor41 wrote: "□□"

VIEW POST

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Introduction"**
To <epluviose@crystallake.org>
Date Thu, 23 May 2019 14:06:13 +0000

ring Neighbors Portal

Hi Officer Pluviose,

A Neighbor recently commented on one of your posts:

Post Title:

Introduction

Neighbor Comment

Neighbor34 wrote: "Is the PD involved with Nest users in any way? My nest cameras record 24x7 and I would always want to help if possible. I'm sure other Nest users would also."

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Introduction"**
To <epluviose@crystallake.org>
Date Thu, 23 May 2019 14:06:21 +0000

ring Neighbors Portal

Hi Officer Pluviose,

A Neighbor recently commented on one of your posts:

Post Title:

Introduction

Neighbor Comment

Neighbor38 wrote: "This is a great initiative. Thank you"

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Introduction"**
To <epluviose@crystallake.org>
Date Thu, 23 May 2019 14:06:33 +0000

ring Neighbors Portal

Hi Officer Pluviose,

A Neighbor recently commented on one of your posts:

Post Title:

Introduction

Neighbor Comment

Neighbor21 wrote: "Thank you for the update and we appreciate the service you and your commarads provides. "

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Introduction"**
To <epluviose@crystallake.org>
Date Thu, 23 May 2019 14:13:18 +0000

ring Neighbors Portal

Hi Officer Pluviose,

A Neighbor recently commented on one of your posts:

Post Title:

Introduction

Neighbor Comment

Neighbor31 wrote: "Thank you, this is great! "

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Introduction"**
To <epluviose@crystallake.org>
Date Thu, 23 May 2019 14:13:52 +0000

ring Neighbors Portal

Hi Officer Pluviose,

A Neighbor recently commented on one of your posts:

Post Title:

Introduction

Neighbor Comment

Neighbor15 wrote: "Ty"

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Introduction"**
To <epluviose@crystallake.org>
Date Thu, 23 May 2019 14:29:35 +0000

ring Neighbors Portal

Hi Officer Pluviose,

A Neighbor recently commented on one of your posts:

Post Title:

Introduction

Neighbor Comment

Neighbor26 wrote: "great idea"

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Introduction"**
To <epluviose@crystallake.org>
Date Thu, 23 May 2019 14:55:07 +0000

ring Neighbors Portal

Hi Officer Pluviose,

A Neighbor recently commented on one of your posts:

Post Title:

Introduction

Neighbor Comment

Neighbor32 wrote: "awesome "

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Introduction"**
To <epluviose@crystallake.org>
Date Thu, 23 May 2019 14:55:58 +0000

ring Neighbors Portal

Hi Officer Pluviose,

A Neighbor recently commented on one of your posts:

Post Title:

Introduction

Neighbor Comment

Neighbor35 wrote: " Unfortunately we aren't served by CLPD. Does the Sheriff have a liaison officer as well?"

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Introduction"**
To <epluviose@crystallake.org>
Date Thu, 23 May 2019 15:12:24 +0000

ring Neighbors Portal

Hi Officer Pluviose,

A Neighbor recently commented on one of your posts:

Post Title:

Introduction

Neighbor Comment

Neighbor22 wrote: "TY!"

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Introduction"**
To <epluviose@crystallake.org>
Date Thu, 23 May 2019 15:16:48 +0000

ring Neighbors Portal

Hi Officer Pluviose,

A Neighbor recently commented on one of your posts:

Post Title:

Introduction

Neighbor Comment

Neighbor36 wrote: "this will.be good"

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Introduction"**
To <epluviose@crystallake.org>
Date Thu, 23 May 2019 15:53:24 +0000

ring Neighbors Portal

Hi Officer Pluviose,

A Neighbor recently commented on one of your posts:

Post Title:

Introduction

Neighbor Comment

Neighbor43 wrote: "□"

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Introduction"**
To <epluviose@crystallake.org>
Date Thu, 23 May 2019 15:59:28 +0000

ring Neighbors Portal

Hi Officer Pluviose,

A Neighbor recently commented on one of your posts:

Post Title:

Introduction

Neighbor Comment

Neighbor35 wrote: "@Neighbor0 Thank you!"

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Introduction"**
To <epluviose@crystallake.org>
Date Thu, 23 May 2019 16:07:54 +0000

ring Neighbors Portal

Hi Officer Pluviose,

A Neighbor recently commented on one of your posts:

Post Title:

Introduction

Neighbor Comment

Neighbor16 wrote: "Can you guys do live pd here "

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Introduction"**
To <epluviose@crystallake.org>
Date Thu, 23 May 2019 16:08:10 +0000

ring Neighbors Portal

Hi Officer Pluviose,

A Neighbor recently commented on one of your posts:

Post Title:

Introduction

Neighbor Comment

Neighbor40 wrote: "Great involvement. Thank you for cooperation "

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Introduction"**
To <epluviose@crystallake.org>
Date Thu, 23 May 2019 16:28:33 +0000

ring Neighbors Portal

Hi Officer Pluviose,

A Neighbor recently commented on one of your posts:

Post Title:

Introduction

Neighbor Comment

Neighbor52 wrote: "Thank you!! We appreciate all that you do for us!!!"

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Introduction"**
To <epluviose@crystallake.org>
Date Thu, 23 May 2019 16:29:58 +0000

ring Neighbors Portal

Hi Officer Pluviose,

A Neighbor recently commented on one of your posts:

Post Title:

Introduction

Neighbor Comment

Neighbor44 wrote: "Thank you for all you do! "

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ring

From Ring Team <no-reply@ring.com>
Subject **You've been invited to join Ring Neighbors Portal**
To <jblack@crystallake.org>
Date Thu, 23 May 2019 16:38:03 +0000

ring

You've been invited to join Ring Neighbors Portal.

Ring invites you to join the **Crystal Lake Police Department** in the Ring Neighbors Portal.

Neighbors Portal provides the **Crystal Lake Police Department** with access to the Neighbors App, which is the largest crime-focused neighborhood watch in the country. You'll also have the ability to request video footage from Ring video doorbells and security cameras to assist in your investigations.

Join Portal Now

*Neighbors Portal is currently only supported in Google Chrome & Firefox browsers. Unfortunately, Internet Explorer is currently not supported.

Email intended for jblack@crystallake.org.

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Introduction"**
To <epluviose@crystallake.org>
Date Thu, 23 May 2019 16:47:05 +0000

ring Neighbors Portal

Hi Officer Pluviose,

A Neighbor recently commented on one of your posts:

Post Title:

Introduction

Neighbor Comment

Neighbor53 wrote: "Who ever thought a door bell could be so helpful. "

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Introduction"**
To <epluviose@crystallake.org>
Date Thu, 23 May 2019 17:24:21 +0000

ring Neighbors Portal

Hi Officer Pluviose,

A Neighbor recently commented on one of your posts:

Post Title:

Introduction

Neighbor Comment

Neighbor51 wrote: "Thank you for all you do to keep us safe. "

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Introduction"**
To <epluviose@crystallake.org>
Date Thu, 23 May 2019 17:58:35 +0000

ring Neighbors Portal

Hi Officer Pluviose,

A Neighbor recently commented on one of your posts:

Post Title:

Introduction

Neighbor Comment

Neighbor54 wrote: "Thank you for all that you guys do to protect us everyday. "

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ring

From Kyle Demmin <kyle.demmin@ring.com>
Subject **Thanks for Posting in Portal!**
To <epluviose@crystallake.org>
Date Thu, 23 May 2019 15:17:04 -0700

Good Evening Officer Pluviose,

I wanted to reach out and say great job on creating your first Post in Portal. It looks like there was a ton of great and positive feedback on your post. The community is very appreciative that you guys are able to engage now on the app through Portal.

Please don't hesitate to reach out anytime you have any questions or concerns of how things work. Also if you have any feedback, send it my way. Keep up the great work of engaging the community!

--

Kyle Demmin
Partner Success Manager
kyle.demmin@ring.com
714-381-6291

---

ring

1523 26th St.
Santa Monica, CA 90404
www.ring.com

Download the Neighbors App.
Join the new neighborhood watch.

Neighbors Portal Resource Center

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Introduction"**
To <epluviose@crystallake.org>
Date Fri, 24 May 2019 02:15:59 +0000

ring Neighbors Portal

Hi Officer Pluviose,

A Neighbor recently commented on one of your posts:

Post Title:

Introduction

Neighbor Comment

Neighbor50 wrote: "Hello officer, thank you!"

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Introduction"**
To <epluviose@crystallake.org>
Date Fri, 24 May 2019 16:23:41 +0000

ring Neighbors Portal

Hi Officer Pluviose,

A Neighbor recently commented on one of your posts:

Post Title:

Introduction

Neighbor Comment

Neighbor37 wrote: "Just an FYI since this might be helpful. We are a blink security camera user, but they have recently integrated with the neighbors platform, so you may start seeing additional types of security systems popping up all in the neighbors app! □"

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Introduction"**
To <epluviose@crystallake.org>
Date Fri, 24 May 2019 16:45:41 +0000

ring Neighbors Portal

Hi Officer Pluviose,

A Neighbor recently commented on one of your posts:

Post Title:

Introduction

Neighbor Comment

Neighbor42 wrote: "Thanks "

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Introduction"**
To <epluviose@crystallake.org>
Date Fri, 24 May 2019 17:18:12 +0000

ring Neighbors Portal

Hi Officer Pluviose,

A Neighbor recently commented on one of your posts:

Post Title:

Introduction

Neighbor Comment

Neighbor57 wrote: "Thank you for all you do."

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Introduction"**
To <epluviose@crystallake.org>
Date Tue, 28 May 2019 18:00:52 +0000

ring Neighbors Portal

Hi Officer Pluviose,

A Neighbor recently commented on one of your posts:

Post Title:

Introduction

Neighbor Comment

Neighbor28 wrote: "Thank you! We appreciate having such great LEO's. "

VIEW POST

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Introduction"**
To <epluviose@crystallake.org>
Date Tue, 28 May 2019 18:14:27 +0000

ring Neighbors Portal

Hi Officer Pluviose,

A Neighbor recently commented on one of your posts:

Post Title:

Introduction

Neighbor Comment

Neighbor55 wrote: "Awesome "

VIEW POST

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Introduction"**
To <epluviose@crystallake.org>
Date Fri, 14 Jun 2019 17:13:36 +0000

ring Neighbors Portal

Hi Officer Pluviose,

A Neighbor recently commented on one of your posts:

Post Title:

Introduction

Neighbor Comment

Neighbor58 wrote: "Thank you!"

VIEW POST

Email intended for epluviose@crystallake.org.

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Introduction"**
To <epluviose@crystallake.org>
Date Sun, 16 Jun 2019 23:15:23 +0000

ring Neighbors Portal

Hi Officer Pluviose,

A Neighbor recently commented on one of your posts:

Post Title:

Introduction

Neighbor Comment

Neighbor48 wrote: "your cool"

VIEW POST

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ring

From Ring Neighbors Portal Team <neighbors-portal@ring.com>
Subject **Boost Leads with Video Requests**
To <dhyrkas@crystallake.org>
Date Tue, 25 Jun 2019 10:59:33 +0000

ring Neighbors Portal

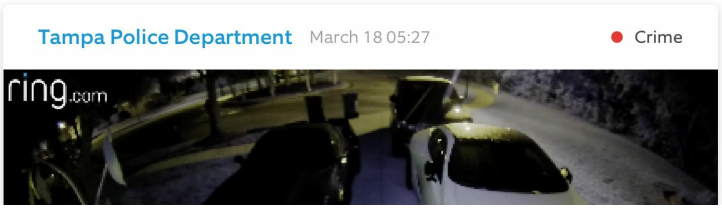
Requesting videos from Ring device owners can provide many leads, but you can always use more to close a case. Extend your investigation to non-Ring device owners in the area by **creating a Post** on the Neighbors Portal after submitting a Video Request.

Soliciting information from all neighbors in the area of interest increases your chances of receiving actionable evidence to help solve more cases with one click.

Best Practices

1. When submitting a Video Request, also **create a Post** to extend your reach
2. In your Post, ask neighbors to **share videos** from any kind of security camera or smart device
3. Provide your **contact information** so neighbors can reach out directly

Go to Neighbors Portal





Vehicle Burglary-Window Smash

On 2/4/19 between 08:30 AM to 2:30 PM a victim's vehicle was burglarized while parked in the Business Complex. The vehicle was locked, however, the suspect smashed the side window to gain entry. Once inside of the vehicle, the suspect removed the victim's purse. The TRPD is reminding our resisdents prior to locking and leaving your vehicle unaccompained to conceal or remove any valuablessuch as pocketbooks, computers, cell phones, cash/loose change that may be in plain view. Always remember, if it is out of sight it will be out of mind!

0 Reply

Neighbor 12 2 hours ago
Check out this video I captured on my Ring device https://ring.com/...

12 Reply

Officer McGinnis - Tampa Police Department 2 hours ago
Thank you for sharing. If you don't mind could you check your e-mail in reference to releasing this video to the Tampa Police Department? it will greatly assist us in potential prosecution.

24 Reply

Neighbor 12 an hour ago
@Officer McGinnis - Tampa Police Department - I have some more videos from the same incident captured by other cameras. Can I email it to you. Thanks

2 Reply

Officer McGinnis - Tampa Police Department 25 minutes ago
I will gladly accept them.

24 Reply

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1523 26th Street
Santa Monica, CA 90404

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You can update your preferences or unsubscribe from this list.

From Ring Neighbors Portal Team <neighbors-portal@ring.com>
Subject **Boost Leads with Video Requests**
To <rneumann@crystallake.org>
Date Tue, 25 Jun 2019 10:59:33 +0000

ring Neighbors Portal

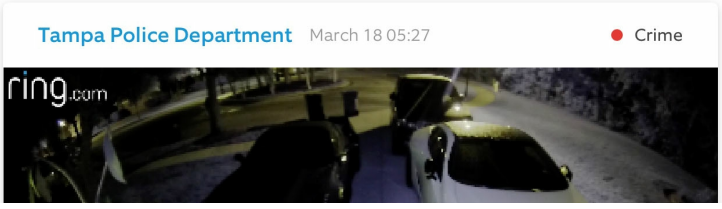
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Best Practices

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2. In your Post, ask neighbors to **share videos** from any kind of security camera or smart device
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Go to Neighbors Portal





Vehicle Burglary-Window Smash

On 2/4/19 between 08:30 AM to 2:30 PM a victim's vehicle was burglarized while parked in the Business Complex. The vehicle was locked, however, the suspect smashed the side window to gain entry. Once inside of the vehicle, the suspect removed the victim's purse. The TRPD is reminding our resisdents prior to locking and leaving your vehicle unaccompained to conceal or remove any valuablessuch as pocketbooks, computers, cell phones, cash/loose change that may be in plain view. Always remember, if it is out of sight it will be out of mind!

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Neighbor 12 2 hours ago
Check out this video I captured on my Ring device https://ring.com/...

12 Reply

Officer McGinnis - Tampa Police Department 2 hours ago
Thank you for sharing. If you don't mind could you check your e-mail in reference to releasing this video to the Tampa Police Department? it will greatly assist us in potential prosecution.

24 Reply

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I will gladly accept them.

24 Reply

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Our mailing address is:
1523 26th Street
Santa Monica, CA 90404

Want to change how you receive these emails?
You can update your preferences or unsubscribe from this list.

From Ring Neighbors Portal Team <neighbors-portal@ring.com>
Subject **Boost Leads with Video Requests**
To <rjoseph@crystallake.org>
Date Tue, 25 Jun 2019 10:59:33 +0000

ring Neighbors Portal

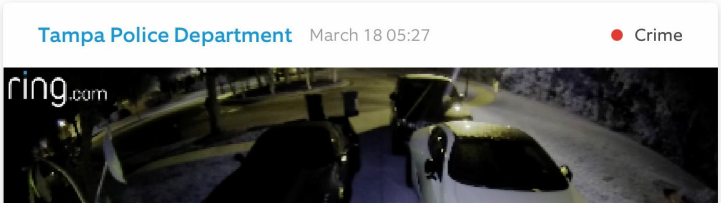
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Subject **Boost Leads with Video Requests**
To <epluviose@crystallake.org>
Date Tue, 25 Jun 2019 10:59:33 +0000

ring Neighbors Portal

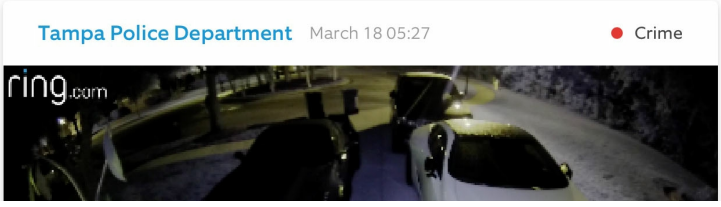
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Date Tue, 25 Jun 2019 10:59:33 +0000

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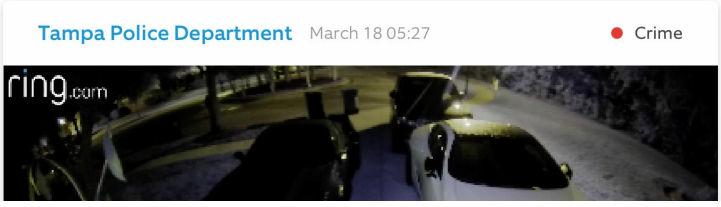
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Subject **Boost Leads with Video Requests**
To <jmattson@crystallake.org>
Date Tue, 25 Jun 2019 10:59:33 +0000

ring Neighbors Portal

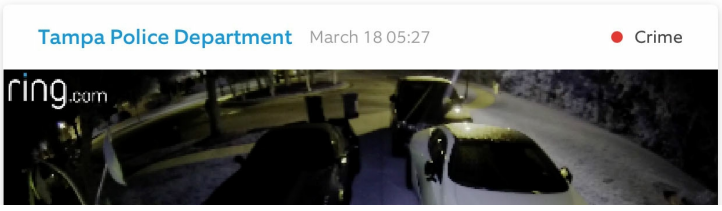
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From Ring Neighbors Portal Team <neighbors-portal@ring.com>
Subject **Boost Leads with Video Requests**
To <tkotlowski@crystallake.org>
Date Tue, 25 Jun 2019 10:59:33 +0000

ring Neighbors Portal

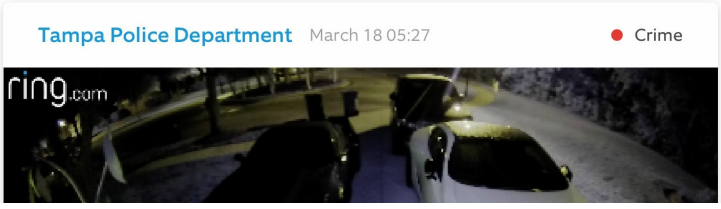
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Santa Monica, CA 90404

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From Ring Team <nno@ring.com>
Subject **Ring + NNO 2019**
To <Salfano@crystallake.org>
Date Wed, 26 Jun 2019 11:15:44 -0700

Hello Sal,

Thank you for your interest in partnering with Ring for National Night Out this year. Please click here or go to www.ring.com/nno2019 to enter your event information and learn about full partnership details. For the best experience with our website please use Chrome, Firefox, or your smartphones web browser.

Stay Safe,
The Ring NNO Team

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Introduction"**
To <epluviose@crystallake.org>
Date Thu, 27 Jun 2019 03:39:37 +0000

ring Neighbors Portal

Hi Officer Pluviose,

A Neighbor recently commented on one of your posts:

Post Title:

Introduction

Neighbor Comment

Neighbor66 wrote: "Thank you . Welcome you "

VIEW POST

Email intended for epluviose@crystallake.org.

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Crystal Lake PD needs your help"**
To <jmattson@crystallake.org>
Date Sun, 30 Jun 2019 20:46:13 +0000

ring Neighbors Portal

Hi Detective Mattson,

A Neighbor recently commented on one of your posts:

Post Title:

Crystal Lake PD needs your help

Neighbor Comment

Neighbor41 wrote: " RIP little AJ"

VIEW POST

Email intended for jmattson@crystallake.org.

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Introduction"**
To <epluviose@crystallake.org>
Date Thu, 4 Jul 2019 14:54:34 +0000

ring Neighbors Portal

Hi Officer Pluviose,

A Neighbor recently commented on one of your posts:

Post Title:

Introduction

Neighbor Comment

Neighbor39 wrote: "Hello"

VIEW POST

Email intended for epluviose@crystallake.org.

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ring

From Ring Team <no-reply@ring.com>
Subject **You've been invited to join Ring Neighbors Portal**
To <salfano@crystallake.org>
Date Thu, 11 Jul 2019 13:31:00 +0000

ring

You've been invited to join Ring Neighbors Portal.

Ring invites you to join the **Crystal Lake Police Department** in the Ring Neighbors Portal.

Neighbors Portal provides the **Crystal Lake Police Department** with access to the Neighbors App, which is the largest crime-focused neighborhood watch in the country. You'll also have the ability to request video footage from Ring video doorbells and security cameras to assist in your investigations.

Join Portal Now

*Neighbors Portal is currently only supported in Google Chrome & Firefox browsers. Unfortunately, Internet Explorer is currently not supported.

Email intended for salfano@crystallake.org.

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ring

From <dhyrkas@crystallake.org>
Subject **FW: Ring Screen Shot**
To <rohit.murti@ring.com>, <kyle.demmin@ring.com>
Date Thu, 11 Jul 2019 14:20:56 +0000

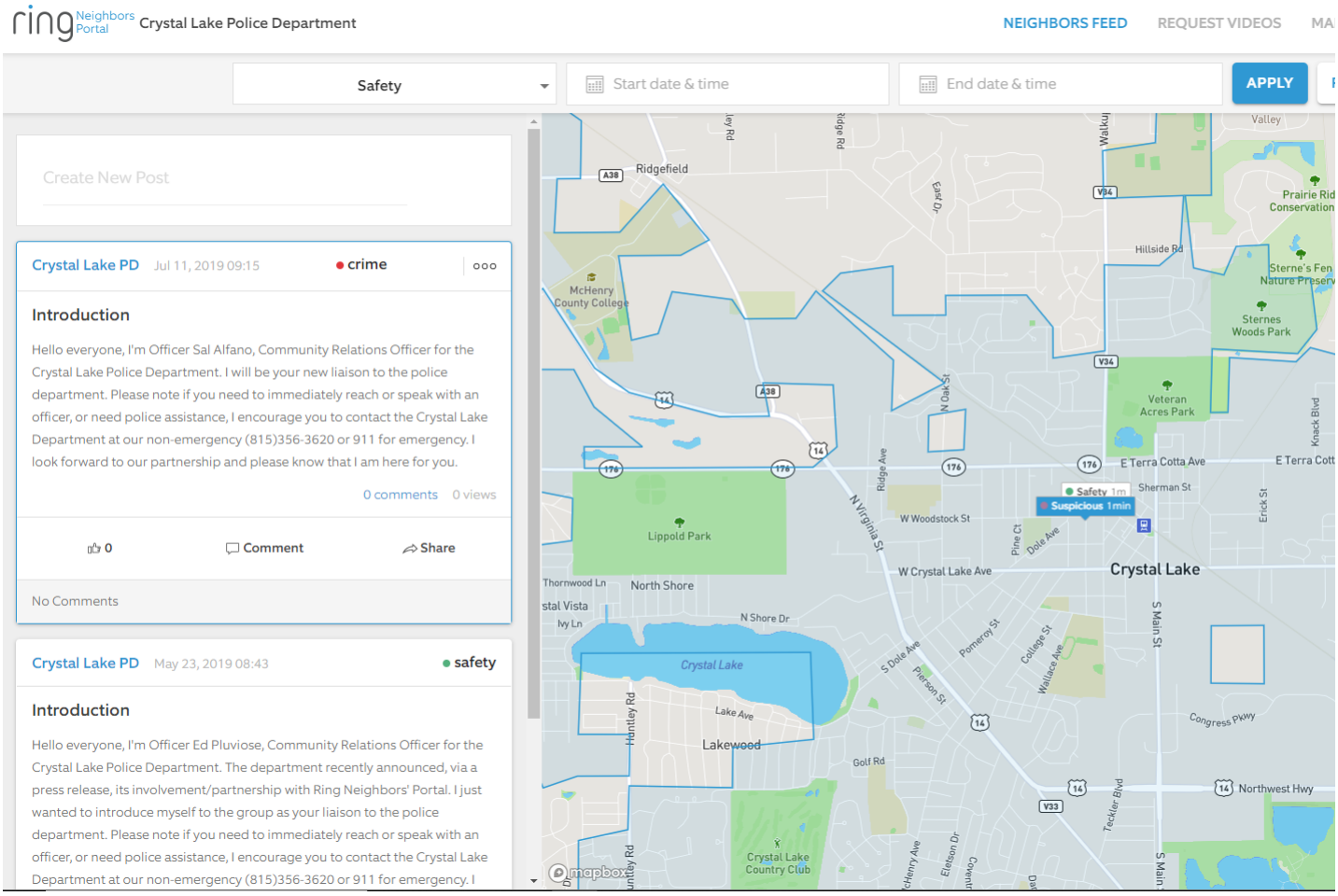
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Our newly appointed Community Relations Officer, Sal Alfano, is attempting to post an introduction on the Ring Portal. He is selecting the "Safety" category for his post; however, when he actually posts the introduction, it defaults to the "Crime" category. See screenshot below, which includes the introduction post of our previous CRO, Ed Pluviose, which went through as planned.

Any assistance in correcting this error would be appreciated. Thanks.

Derek Hyrkas | Deputy Chief | Police
City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
Website: www.crystallake.org | Phone: 815-356-3767

From: Salvatore Alfano <salfano@crystallake.org>
Sent: Thursday, July 11, 2019 9:18 AM
To: Derek Hyrkas <dhyrkas@crystallake.org>
Subject: Ring Screen Shot



Salvatore Alfano | Community Relations Officer | Police
City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
Website: www.crystallake.org | Phone: 815-444-5956

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From <dhyrkas@crystallake.org>
Subject **FW: Ring Screen Shot**
To <rohit.murti@ring.com>, <kyle.demmin@ring.com>
Date Thu, 11 Jul 2019 14:20:56 +0000

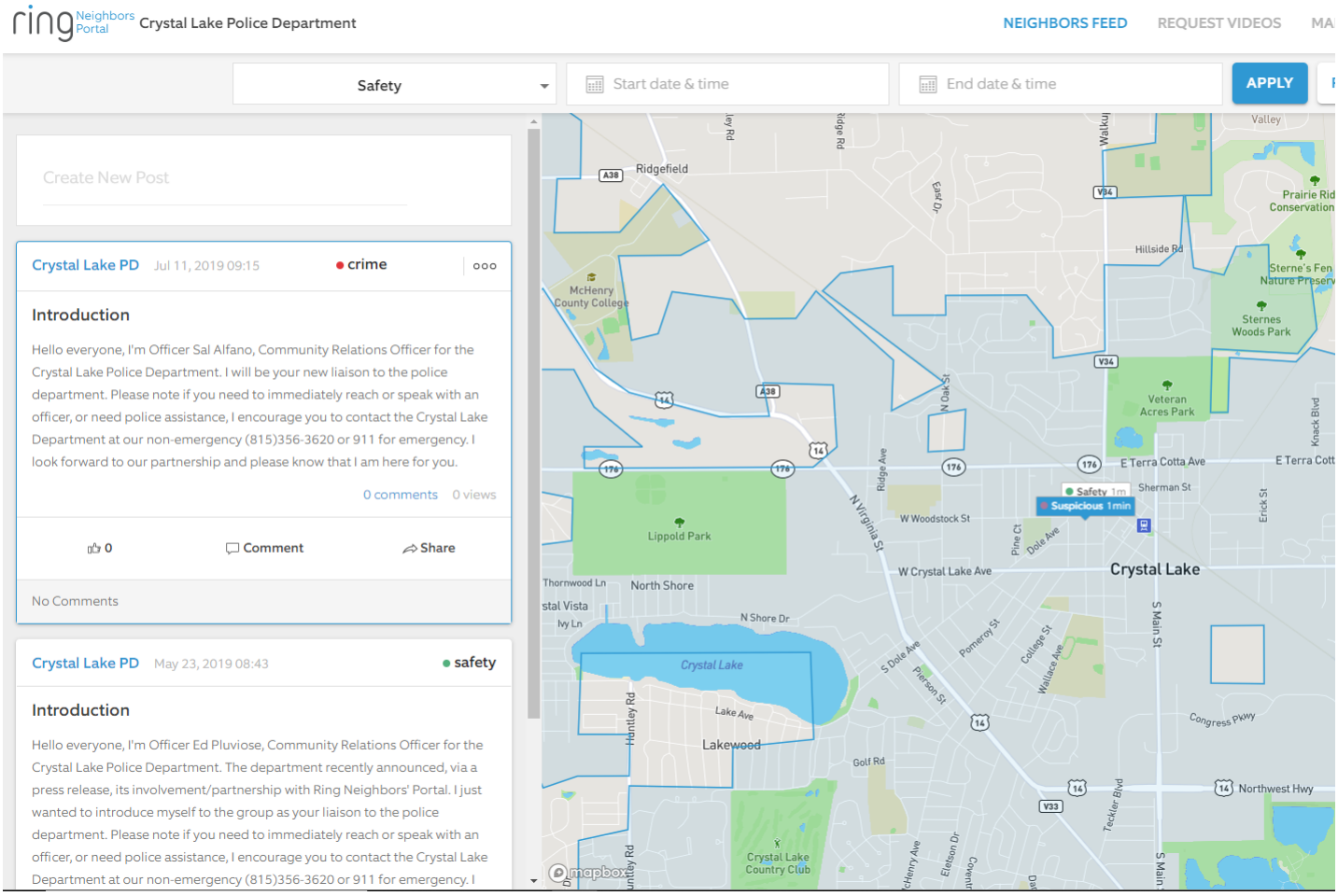
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From Kyle Demmin <kyle.demmin@ring.com>
Subject **Re: FW: Ring Screen Shot**
To Derek Hyrkas <dhyrkas@crystallake.org>
Date Thu, 11 Jul 2019 09:26:48 -0500

Moving Rohit to BCC.

Morning Chief Hyrkas & Officer Alfano,

Pleasure to meet you, Sal. I'll be your partner success manager here at Ring and I'm happy to help with this. When creating a post, it goes through a moderation period of a few minutes before it is actually live. Therefore when posting, it may look like it's tagged as "Crime" here, but it hasn't actually gone through moderation. Once our team reviews the post, they will update this to the appropriate category, which would be "safety" in this case.

Apologies for the confusion. I recommend checking back in a bit to see once it's been updated. If this doesn't happen, please let me know and I'll reach out to our moderation team.

Feel free to reach out directly to me with any questions on Portal at any time.

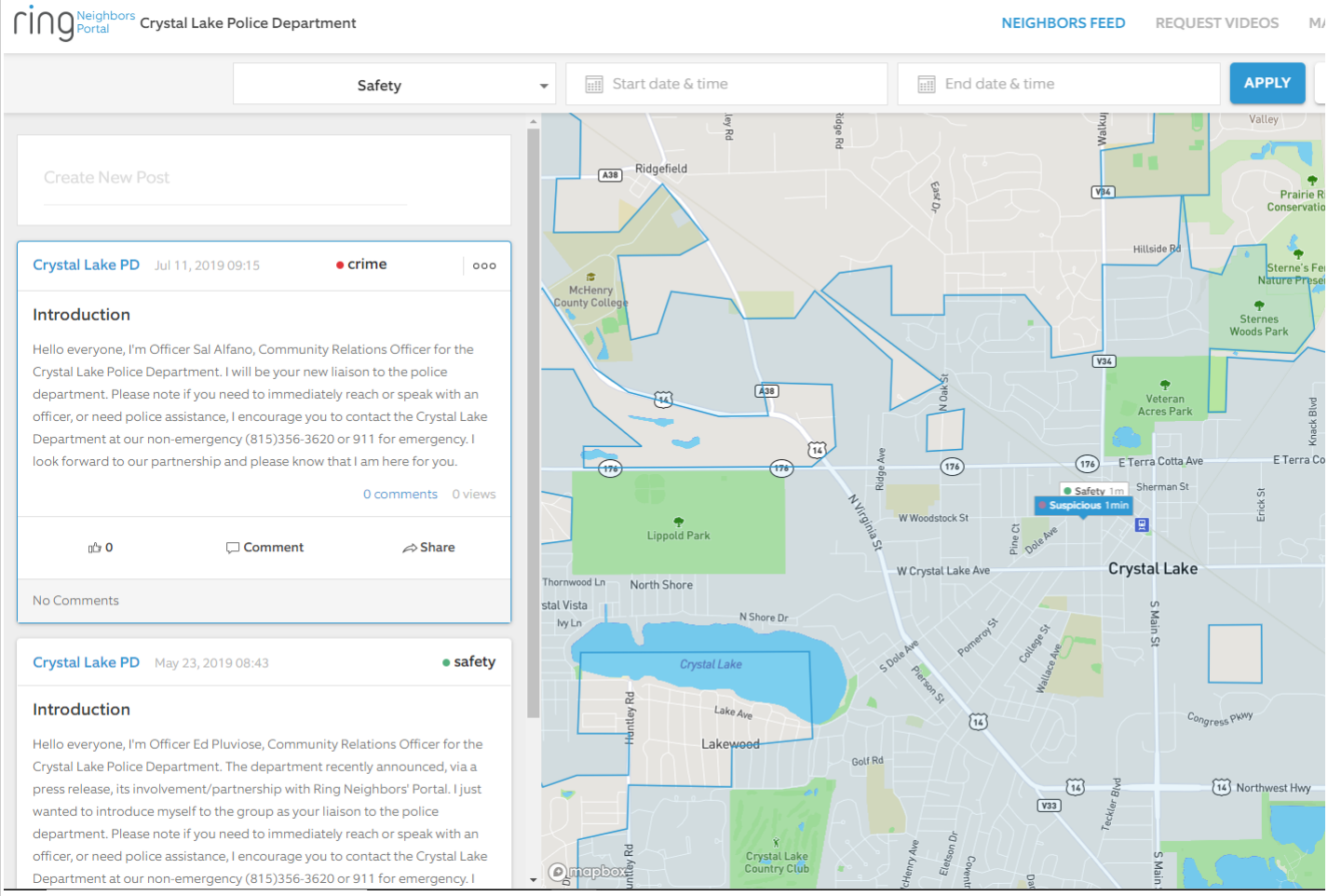
Thanks!

On Thu, Jul 11, 2019 at 9:22 AM Derek Hyrkas <dhyrkas@crystallake.org> wrote:

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--

Kyle Demmin

Partner Success Manager
kyle.demmin@ring.com
714-381-6291

ring

1523 26th St.
Santa Monica, CA 90404
www.ring.com



Download the Neighbors App.
Join the new neighborhood watch.

Neighbors Portal Resource Center

From <salfano@crystallake.org>
Subject **RE: FW: Ring Screen Shot**
To <kyle.demmin@ring.com>
Date Thu, 11 Jul 2019 14:33:01 +0000

That makes sense, thank you very much for your assistance.

Sal

From: Kyle Demmin <kyle.demmin@ring.com>
Sent: Thursday, July 11, 2019 9:27 AM
To: Derek Hyrkas <dhyrkas@crystallake.org>
Cc: Salvatore Alfano <salfano@crystallake.org>
Subject: Re: FW: Ring Screen Shot

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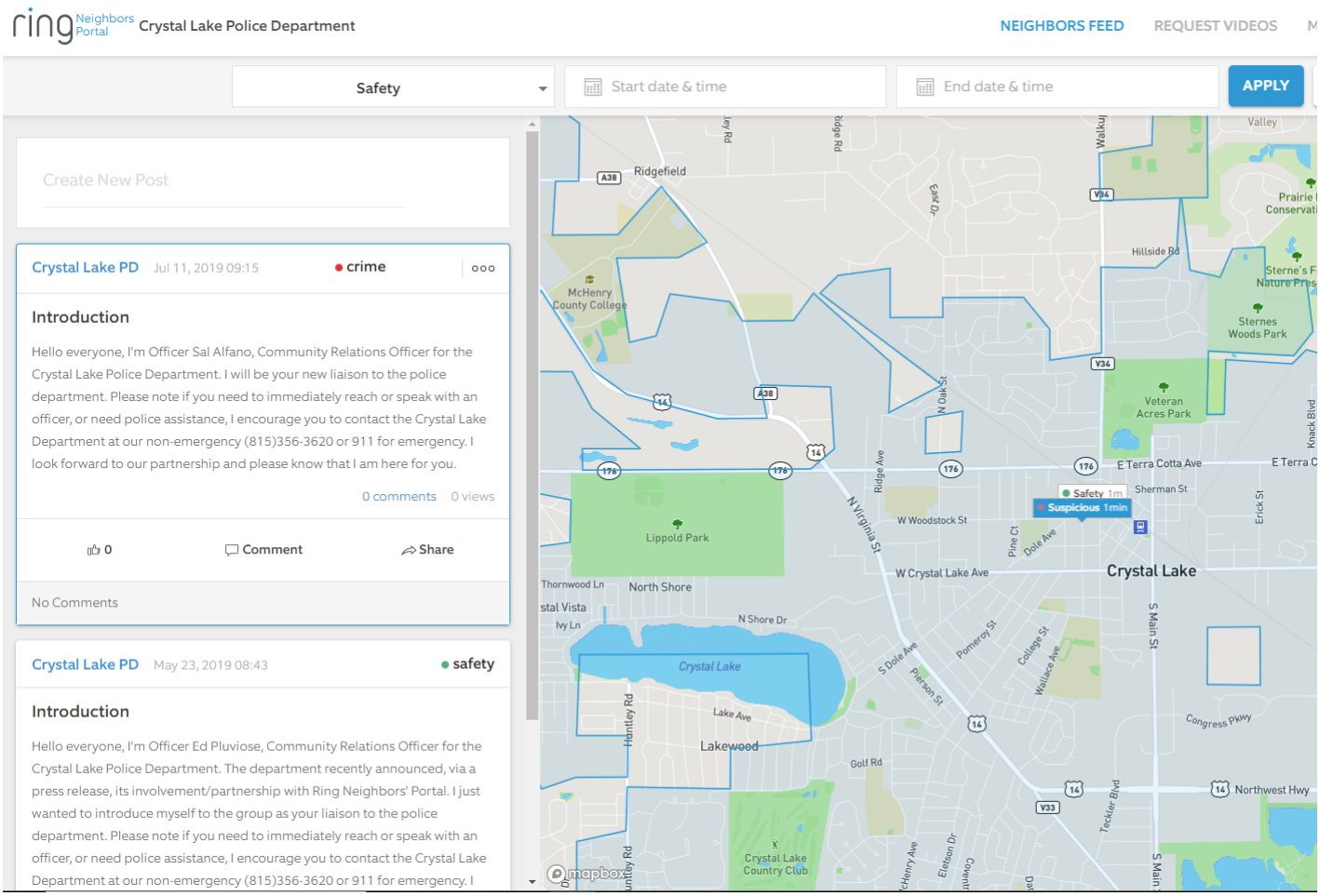
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--

Kyle Demmin

Partner Success Manager
kyle.demmin@ring.com
714-381-6291



1523 26th St.
Santa Monica, CA 90404
www.ring.com

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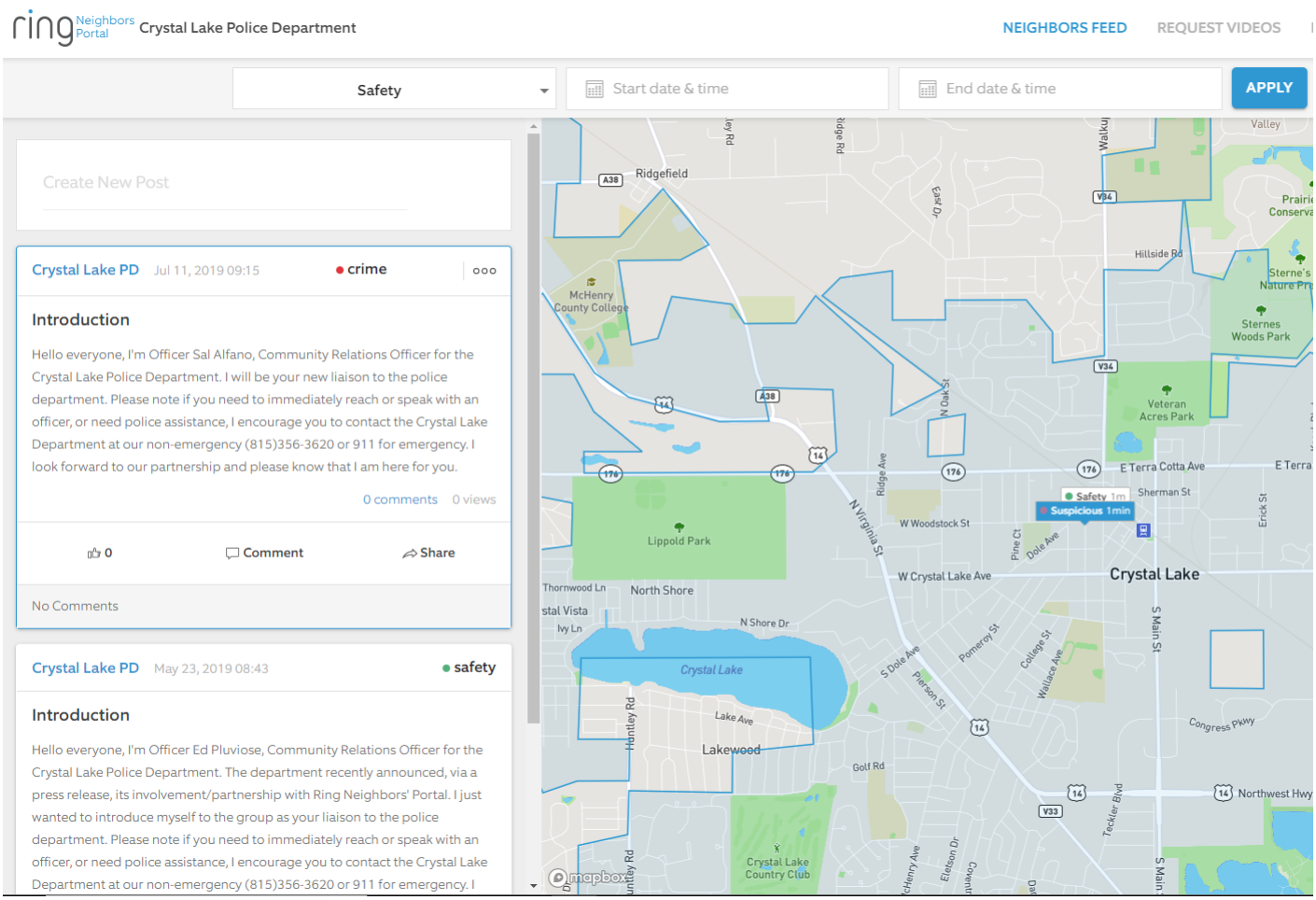
From Kyle Demmin <kyle.demmin@ring.com>
Subject **Re: FW: Ring Screen Shot**
To Salvatore Alfano <salfano@crystallake.org>
Date Thu, 11 Jul 2019 09:47:09 -0500

Anytime! Anything else I can help with on Portal? Please let me know and I can give you a quick training if needed.

Best,
Kyle

On Thu, Jul 11, 2019 at 9:33 AM Salvatore Alfano <salfano@crystallake.org> wrote:

> That makes sense, thank you very much for your assistance.
>
> Sal
>
> **From:** Kyle Demmin <kyle.demmin@ring.com>
> **Sent:** Thursday, July 11, 2019 9:27 AM
> **To:** Derek Hyrkas <dhyrkas@crystallake.org>
> **Cc:** Salvatore Alfano <salfano@crystallake.org>
> **Subject:** Re: FW: Ring Screen Shot
>
> Moving Rohit to BCC.
>
> Morning Chief Hyrkas & Officer Alfano,
>
> Pleasure to meet you, Sal. I'll be your partner success manager here at Ring and I'm happy to help with this. When creating a post, it goes through a moderation period of a few minutes before it is actually live. Therefore when posting, it may look like it's tagged as "Crime" here, but it hasn't actually gone through moderation. Once our team reviews the post, they will update this to the appropriate category, which would be "safety" in this case.
>
> Apologies for the confusion. I recommend checking back in a bit to see once it's been updated. If this doesn't happen, please let me know and I'll reach out to our moderation team.
>
> Feel free to reach out directly to me with any questions on Portal at any time.
>
> Thanks!
>
> On Thu, Jul 11, 2019 at 9:22 AM Derek Hyrkas <dhyrkas@crystallake.org> wrote:
>
> > Hello Rohit and Kyle,
> >
> > Our newly appointed Community Relations Officer, Sal Alfano, is attempting to post an introduction on the Ring Portal. He is selecting the "Safety" category for his post; however, when he actually posts the introduction, it defaults to the "Crime" category. See screenshot below, which includes the introduction post of our previous CRO, Ed Pluviose, which went through as planned.
> >
> > Any assistance in correcting this error would be appreciated. Thanks.
> >
> > **Derek Hyrkas | Deputy Chief | Police**
> > City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
> > Website: www.crystallake.org | Phone: 815-356-3767
> >
> > ---
> >
> > **From:** Salvatore Alfano <salfano@crystallake.org>
> > **Sent:** Thursday, July 11, 2019 9:18 AM
> > **To:** Derek Hyrkas <dhyrkas@crystallake.org>
> > **Subject:** Ring Screen Shot



Salvatore Alfano | Community Relations Officer | Police
City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
Website: www.crystallake.org | Phone: 815-444-5956

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ring
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Santa Monica, CA 90404
www.ring.com

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From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Introduction"**
To <salfano@crystallake.org>
Date Thu, 11 Jul 2019 15:02:08 +0000

ring Neighbors Portal

Hi Community Relations Officer Alfano,

A Neighbor recently commented on one of your posts:

Post Title:

Introduction

Neighbor Comment

Neighbor18 wrote: "Thank you"

VIEW POST

Email intended for salfano@crystallake.org.

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Introduction"**
To <salfano@crystallake.org>
Date Thu, 11 Jul 2019 15:15:50 +0000

ring Neighbors Portal

Hi Community Relations Officer Alfano,

A Neighbor recently commented on one of your posts:

Post Title:

Introduction

Neighbor Comment

Neighbor42 wrote: "Thanks!"

VIEW POST

Email intended for salfano@crystallake.org.

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ring

From <salfano@crystallake.org>
Subject **RE: FW: Ring Screen Shot**
To <kyle.demmin@ring.com>
Date Thu, 11 Jul 2019 15:20:58 +0000

I appreciate that.

Sal

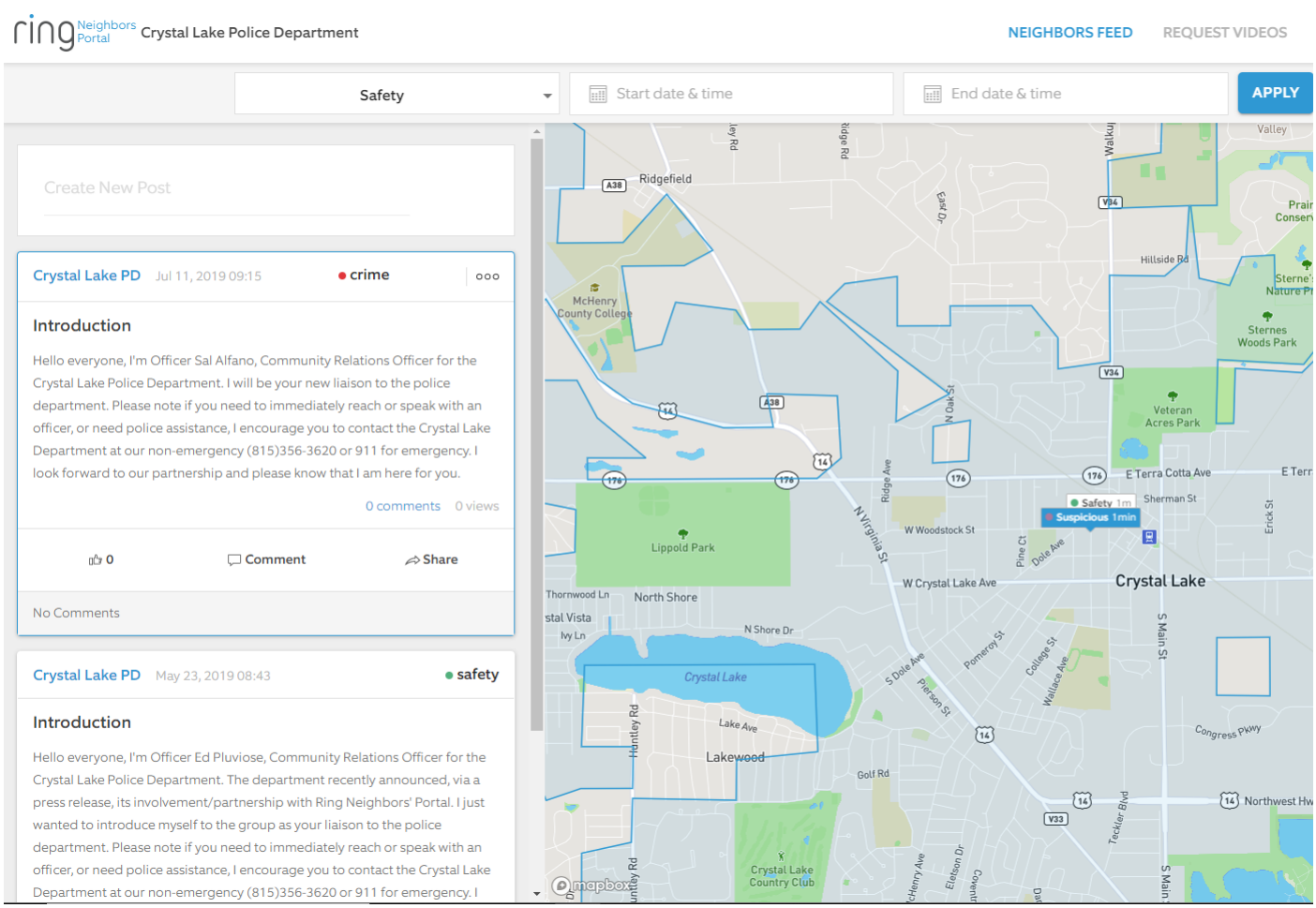
From: Kyle Demmin <kyle.demmin@ring.com>
Sent: Thursday, July 11, 2019 9:47 AM
To: Salvatore Alfano <salfano@crystallake.org>
Subject: Re: FW: Ring Screen Shot

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Kyle

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>> Website: www.crystallake.org | Phone: 815-356-3767
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>> **To:** Derek Hyrkas <dhyrkas@crystallake.org>
>> **Subject:** Ring Screen Shot



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From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Introduction"**
To <salfano@crystallake.org>
Date Thu, 11 Jul 2019 20:47:17 +0000

ring Neighbors Portal

Hi Community Relations Officer Alfano,

A Neighbor recently commented on one of your posts:

Post Title:

Introduction

Neighbor Comment

Neighbor21 wrote: "I meant officer."

VIEW POST

Email intended for salfano@crystallake.org.

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Introduction"**
To <salfano@crystallake.org>
Date Fri, 12 Jul 2019 19:02:11 +0000

ring Neighbors Portal

Hi Community Relations Officer Alfano,

A Neighbor recently commented on one of your posts:

Post Title:

Introduction

Neighbor Comment

Neighbor41 wrote: "Thank you. "

VIEW POST

Email intended for salfano@crystallake.org.

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ring

From Kyle Demmin <kyle.demmin@ring.com>
Subject **National Night Out**
To Salvatore Alfano <salfano@crystallake.org>
Date Thu, 18 Jul 2019 09:24:36 -0700

Hey Sal,

Kyle over here at Ring. I saw that you submitted a request for our NNO kit. That is getting processed now.

Do you have a quick second to chat on the phone? What is the best number to reach you?

Kyle

--

Kyle Demmin
Partner Success Manager
kyle.demmin@ring.com
714-381-6291

---

ring

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Santa Monica, CA 90404
www.ring.com



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From <salfano@crystallake.org>
Subject **RE: National Night Out**
To <kyle.demmin@ring.com>
Date Fri, 19 Jul 2019 13:33:33 +0000

You can reach me at my desk 8154445956.

Thanks Kyle

From: Kyle Demmin <kyle.demmin@ring.com>
Sent: Thursday, July 18, 2019 11:25 AM
To: Salvatore Alfano <salfano@crystallake.org>
Subject: National Night Out

Hey Sal,

Kyle over here at Ring. I saw that you submitted a request for our NNO kit. That is getting processed now.

Do you have a quick second to chat on the phone? What is the best number to reach you?

Kyle

--

Kyle Demmin
Partner Success Manager
kyle.demmin@ring.com
714-381-6291

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Salvatore Alfano | Community Relations Officer | Police
City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
Website: www.crystallake.org | Phone: 815-444-5956

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From Kyle Demmin <kyle.demmin@ring.com>
Subject **NNO Device Donation Acknowledgement**
To Salvatore Alfano <salfano@crystallake.org>
Date Fri, 19 Jul 2019 15:46:07 -0700

Congratulations! I'm going to send you a Ring device to giveaway at your National Night Out! In order to receive the donated device, please confirm your acceptance of the terms below by replying to this email, **"I Agree".**

NNO Device Donation Acknowledgement

In order to receive donated devices, please confirm your acceptance of the following terms:

1. You will provide the donated devices to members of community.

2. You will ensure that the donated devices are not provided to employees of your organization or a member of an organization's immediate family, and represent and warrant that acceptance of that donation complies with state and local law and your organization's rules.

3. You will not impose any requirements or restrictions on any recipient's use of the donated device. For example, you may not require a recipient to provide recordings captured by the donated devices to anyone as a condition of receiving the donated device or otherwise.

4. You will not use or store any personally identifiable information of the recipient of a donated device other than as necessary to confirm his or her eligibility to receive the device.

--

Kyle Demmin
Partner Success Manager
kyle.demmin@ring.com
714-381-6291

---

ring

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Santa Monica, CA 90404
www.ring.com



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Neighbors Portal Resource Center

From Ring Neighbors Portal Team <noreply@ring.com>
Subject **Neighbors Portal Maintenance: Video Request**
To <tkotlowski@crystallake.org>
Date Sat, 20 Jul 2019 03:35:24 +0000

ring Neighbors Portal

We want to make you aware that the Video Request feature is down for a bit of maintenance. We expect to have the Video Request feature back up and running by the middle of next week, at which point we'll update you via email. We appreciate your understanding and hope you have a good weekend.

Stay Safe,
The Ring Neighbors Portal Team

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Our mailing address is:
1523 26th Street
Santa Monica, CA 90404

Want to change how you receive these emails?
You can update your preferences or unsubscribe from this list.

From Ring Neighbors Portal Team <noreply@ring.com>
Subject **Neighbors Portal Maintenance: Video Request**
To <jblack@crystallake.org>
Date Sat, 20 Jul 2019 03:35:54 +0000

ring Neighbors Portal

We want to make you aware that the Video Request feature is down for a bit of maintenance. We expect to have the Video Request feature back up and running by the middle of next week, at which point we'll update you via email. We appreciate your understanding and hope you have a good weekend.

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Want to change how you receive these emails?
You can update your preferences or unsubscribe from this list.

From Ring Neighbors Portal Team <noreply@ring.com>
Subject **Neighbors Portal Maintenance: Video Request**
To <mgasparaitis@crystallake.org>
Date Sat, 20 Jul 2019 03:35:54 +0000



We want to make you aware that the Video Request feature is down for a bit of maintenance. We expect to have the Video Request feature back up and running by the middle of next week, at which point we'll update you via email. We appreciate your understanding and hope you have a good weekend.

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Want to change how you receive these emails?
You can update your preferences or unsubscribe from this list.

From Ring Neighbors Portal Team <noreply@ring.com>
Subject **Neighbors Portal Maintenance: Video Request**
To <rjoseph@crystallake.org>
Date Sat, 20 Jul 2019 03:35:54 +0000

ring Neighbors Portal

We want to make you aware that the Video Request feature is down for a bit of maintenance. We expect to have the Video Request feature back up and running by the middle of next week, at which point we'll update you via email. We appreciate your understanding and hope you have a good weekend.

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Want to change how you receive these emails?
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From Ring Neighbors Portal Team <noreply@ring.com>
Subject **Neighbors Portal Maintenance: Video Request**
To <epluviose@crystallake.org>
Date Sat, 20 Jul 2019 03:35:54 +0000

ring Neighbors Portal

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Want to change how you receive these emails?
You can update your preferences or unsubscribe from this list.

From Ring Neighbors Portal Team <noreply@ring.com>
Subject **Neighbors Portal Maintenance: Video Request**
To <jmattson@crystallake.org>
Date Sat, 20 Jul 2019 03:35:54 +0000

ring Neighbors Portal

We want to make you aware that the Video Request feature is down for a bit of maintenance. We expect to have the Video Request feature back up and running by the middle of next week, at which point we'll update you via email. We appreciate your understanding and hope you have a good weekend.

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Want to change how you receive these emails?
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From Ring Neighbors Portal Team <noreply@ring.com>
Subject **Neighbors Portal Maintenance: Video Request**
To <smiller@crystallake.org>
Date Sat, 20 Jul 2019 03:35:54 +0000

ring Neighbors Portal

We want to make you aware that the Video Request feature is down for a bit of maintenance. We expect to have the Video Request feature back up and running by the middle of next week, at which point we'll update you via email. We appreciate your understanding and hope you have a good weekend.

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Santa Monica, CA 90404

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From Ring Neighbors Portal Team <noreply@ring.com>
Subject **Neighbors Portal Maintenance: Video Request**
To <rneumann@crystallake.org>
Date Sat, 20 Jul 2019 03:35:54 +0000

ring Neighbors Portal

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From Ring Neighbors Portal Team <noreply@ring.com>
Subject **Neighbors Portal Maintenance: Video Request**
To <salfano@crystallake.org>
Date Sat, 20 Jul 2019 03:35:54 +0000

ring Neighbors Portal

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From Ring Neighbors Portal Team <noreply@ring.com>
Subject **Neighbors Portal Maintenance: Video Request**
To <dhyrkas@crystallake.org>
Date Sat, 20 Jul 2019 03:35:54 +0000

ring Neighbors Portal

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From <salfano@crystallake.org>
Subject **Re: NNO Device Donation Acknowledgement**
To <kyle.demmin@ring.com>
Date Sat, 20 Jul 2019 12:49:49 +0000

I agree

Sent from my Sprint Samsung Galaxy S8+.

Salvatore Alfano | Community Relations Officer | Police
City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
Website: www.crystallake.org | Phone: 815-444-5956

-------- Original message --------
From: Kyle Demmin <kyle.demmin@ring.com>
Date: 7/19/19 5:46 PM (GMT-06:00)
To: Salvatore Alfano <salfano@crystallake.org>
Subject: NNO Device Donation Acknowledgement

Congratulations! I'm going to send you a Ring device to giveaway at your National Night Out! In order to receive the donated device, please confirm your acceptance of the terms below by replying to this email, **"I Agree".**

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1. You will provide the donated devices to members of community.

2. You will ensure that the donated devices are not provided to employees of your organization or a member of an organization's immediate family, and represent and warrant that acceptance of that donation complies with state and local law and your organization's rules.

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4. You will not use or store any personally identifiable information of the recipient of a donated device other than as necessary to confirm his or her eligibility to receive the device.

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From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Introduction"**
To <epluviose@crystallake.org>
Date Sat, 20 Jul 2019 18:14:01 +0000

ring Neighbors Portal

Hi Officer Pluviose,

A Neighbor recently commented on one of your posts:

Post Title:

Introduction

Neighbor Comment

Neighbor29 wrote: "Great!"

VIEW POST

Email intended for epluviose@crystallake.org.

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ring

From Ring Team <no-reply@ring.com>
Subject **New Crime Alert: Scumbag thief**
To <dhyrkas@crystallake.org>
Date Mon, 22 Jul 2019 14:55:10 +0000

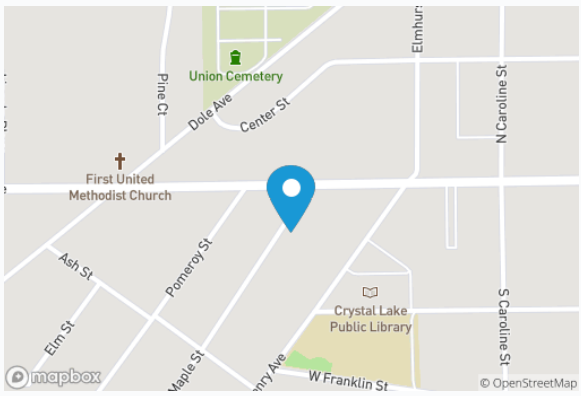
ring Neighbors Portal

Scumbag thief

July 22, 2019

Anybody know this kid snatching packages in the middle of the night?

View Alert



Email intended for dhyrkas@crystallake.org

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ring

From Ring Team <no-reply@ring.com>
Subject **New Crime Alert: Scumbag thief**
To <rneumann@crystallake.org>
Date Mon, 22 Jul 2019 14:55:10 +0000

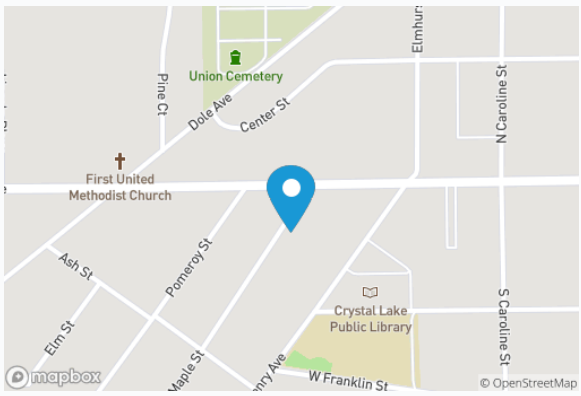
ring Neighbors Portal

Scumbag thief

July 22, 2019

Anybody know this kid snatching packages in the middle of the night?

View Alert



Email intended for rneumann@crystallake.org

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ring

From Ring Team <no-reply@ring.com>
Subject **New Crime Alert: Scumbag thief**
To <salfano@crystallake.org>
Date Mon, 22 Jul 2019 14:55:10 +0000

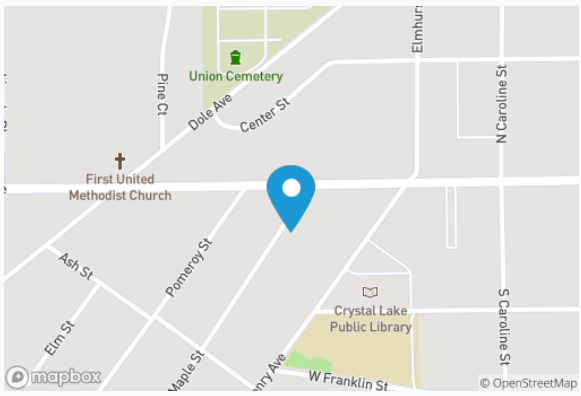
ring Neighbors Portal

Scumbag thief

July 22, 2019

Anybody know this kid snatching packages in the middle of the night?

View Alert



Email intended for salfano@crystallake.org

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ring

From Ring Team <no-reply@ring.com>
Subject **New Crime Alert: Scumbag thief**
To <epluviose@crystallake.org>
Date Mon, 22 Jul 2019 14:55:10 +0000

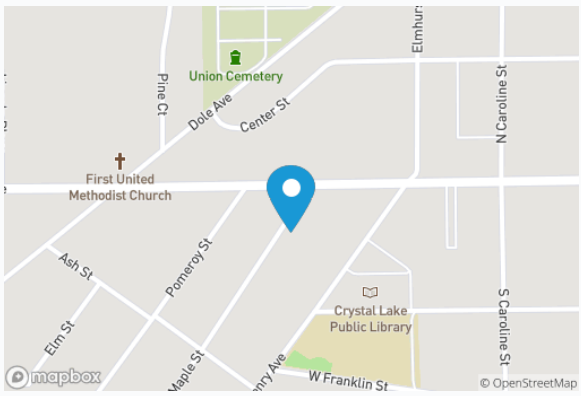
ring Neighbors Portal

Scumbag thief

July 22, 2019

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ring

From Ring Team <no-reply@ring.com>
Subject **New Crime Alert: Scumbag thief**
To <tkotlowski@crystallake.org>
Date Mon, 22 Jul 2019 14:55:10 +0000

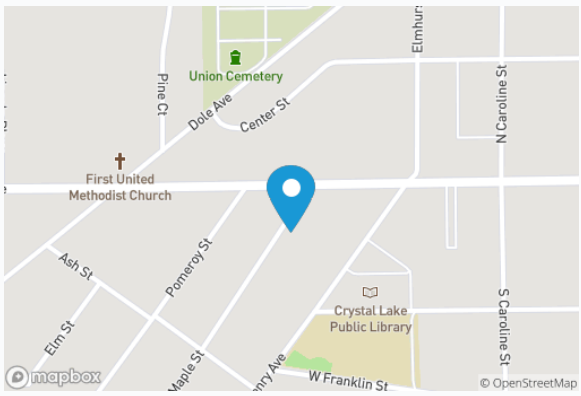
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Scumbag thief

July 22, 2019

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ring

From Ring Team <no-reply@ring.com>
Subject **New Crime Alert: Scumbag thief**
To <rjoseph@crystallake.org>
Date Mon, 22 Jul 2019 14:55:10 +0000

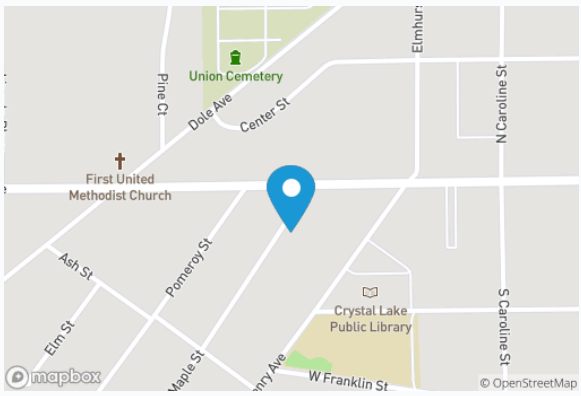
ring Neighbors Portal

Scumbag thief

July 22, 2019

Anybody know this kid snatching packages in the middle of the night?

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Email intended for rjoseph@crystallake.org

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ring

From Ring Team <no-reply@ring.com>
Subject **New Crime Alert: Scumbag thief**
To <mgasparaitis@crystallake.org>
Date Mon, 22 Jul 2019 14:55:10 +0000

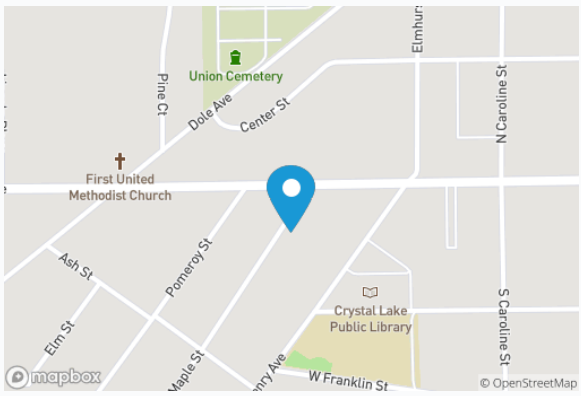
ring Neighbors Portal

Scumbag thief

July 22, 2019

Anybody know this kid snatching packages in the middle of the night?

View Alert



Email intended for mgasparaitis@crystallake.org

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ring

From Ring Team <no-reply@ring.com>
Subject **New Crime Alert: Scumbag thief**
To <jmattson@crystallake.org>
Date Mon, 22 Jul 2019 14:55:10 +0000

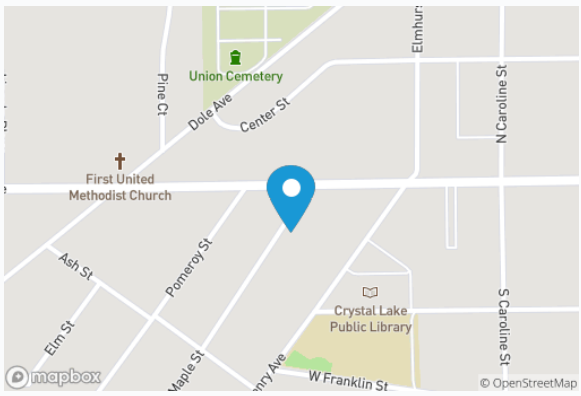
ring Neighbors Portal

Scumbag thief

July 22, 2019

Anybody know this kid snatching packages in the middle of the night?

View Alert



Email intended for jmattson@crystallake.org

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ring

From Ring Team <no-reply@ring.com>
Subject **New Crime Alert: Scumbag thief**
To <smiller@crystallake.org>
Date Mon, 22 Jul 2019 14:55:10 +0000

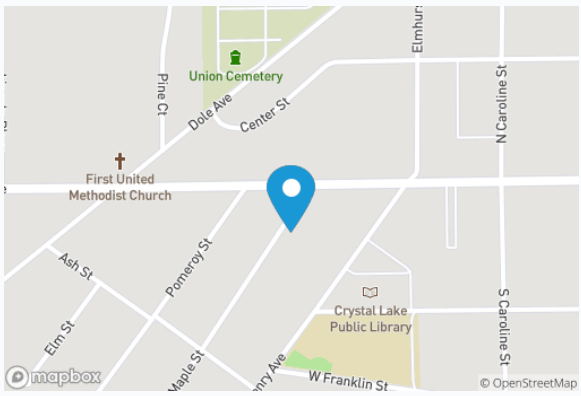
ring Neighbors Portal

Scumbag thief

July 22, 2019

Anybody know this kid snatching packages in the middle of the night?

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Email intended for smiller@crystallake.org

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ring

From Ring Team <no-reply@ring.com>
Subject **New Crime Alert: Carmella Drive theft- looking for help**
To <epluviose@crystallake.org>
Date Mon, 22 Jul 2019 20:48:48 +0000

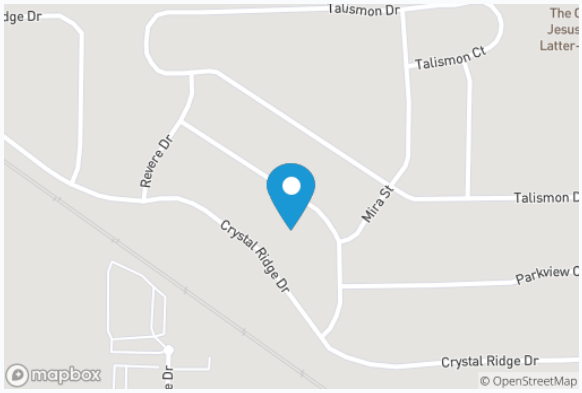
ring Neighbors Portal

Carmella Drive theft- looking for help

July 22, 2019

Looking to see if anybody on Carmella Drive has a smart doorbell? Saturday around noon- 1:00 pm somebody stole our 5 foot grill, that we rented from Ed's Rental, off my front yard as I was getting ready to load my coach bus. It was a red pick up with 2 men.

View Alert



Email intended for epluviose@crystallake.org

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ring

From Ring Team <no-reply@ring.com>
Subject **New Crime Alert: Carmella Drive theft- looking for help**
To <mgasparaitis@crystallake.org>
Date Mon, 22 Jul 2019 20:48:48 +0000

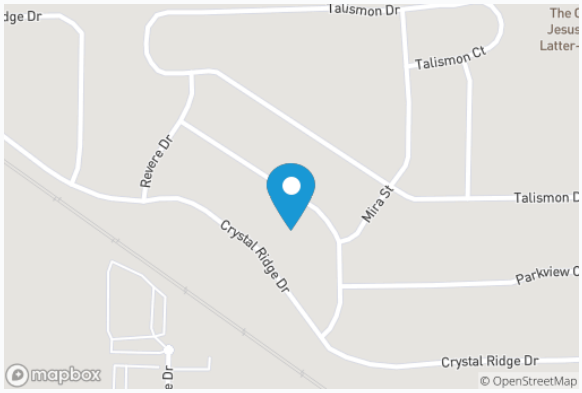
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View Alert



Email intended for mgasparaitis@crystallake.org

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ring

From Ring Team <no-reply@ring.com>
Subject **New Crime Alert: Carmella Drive theft- looking for help**
To <dhyrkas@crystallake.org>
Date Mon, 22 Jul 2019 20:48:49 +0000

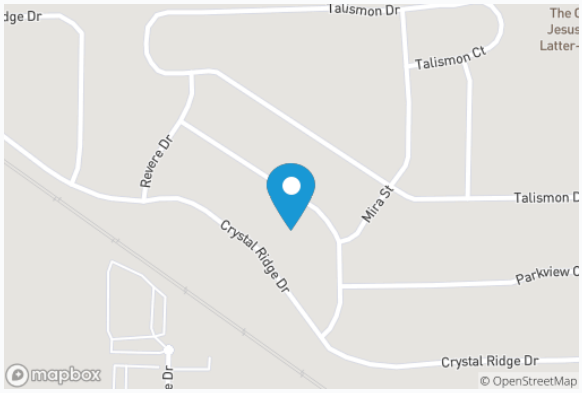
ring Neighbors Portal

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Email intended for dhyrkas@crystallake.org

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ring

From Ring Team <no-reply@ring.com>
Subject **New Crime Alert: Carmella Drive theft- looking for help**
To <jmattson@crystallake.org>
Date Mon, 22 Jul 2019 20:48:48 +0000

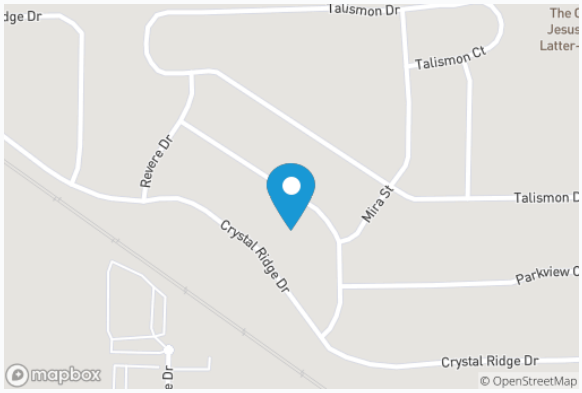
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Email intended for jmattson@crystallake.org

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ring

From Ring Team <no-reply@ring.com>
Subject **New Crime Alert: Carmella Drive theft- looking for help**
To <rjoseph@crystallake.org>
Date Mon, 22 Jul 2019 20:48:49 +0000

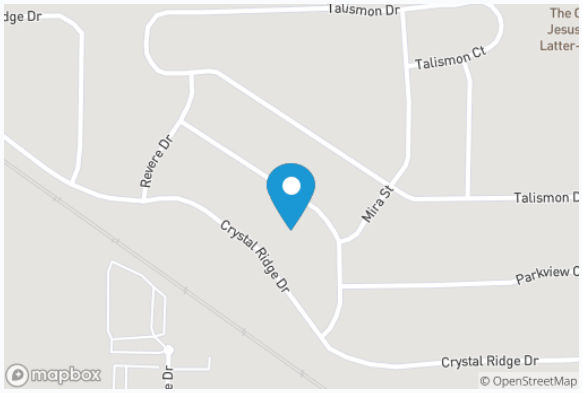
ring Neighbors Portal

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ring

From Ring Team <no-reply@ring.com>
Subject **New Crime Alert: Carmella Drive theft- looking for help**
To <salfano@crystallake.org>
Date Mon, 22 Jul 2019 20:48:49 +0000

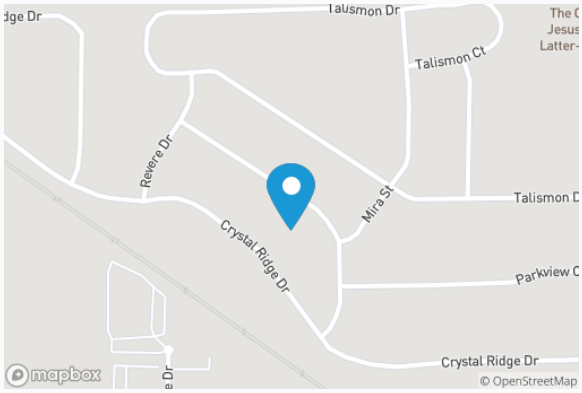
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View Alert



Email intended for salfano@crystallake.org

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ring

From Ring Team <no-reply@ring.com>
Subject **New Crime Alert: Carmella Drive theft- looking for help**
To <smiller@crystallake.org>
Date Mon, 22 Jul 2019 20:48:49 +0000

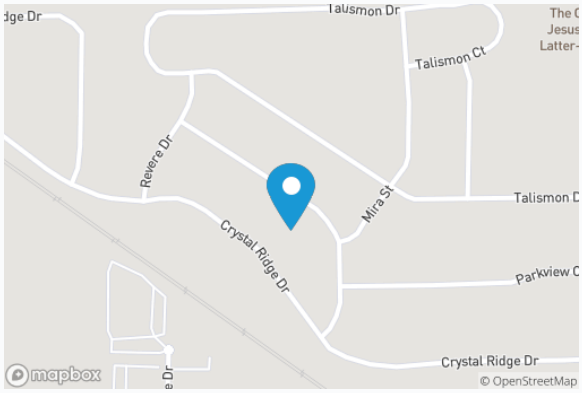
ring Neighbors Portal

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View Alert



Email intended for smiller@crystallake.org

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ring

From Ring Team <no-reply@ring.com>
Subject **New Crime Alert: Carmella Drive theft- looking for help**
To <rneumann@crystallake.org>
Date Mon, 22 Jul 2019 20:48:49 +0000

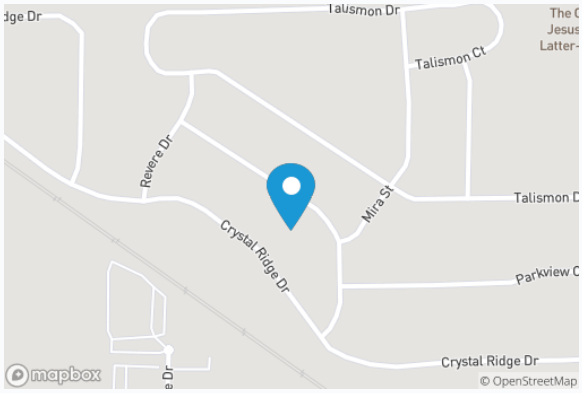
ring Neighbors Portal

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Email intended for rneumann@crystallake.org

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to a Post You're Following: "Keep your cars locked!!!!"**
To <salfano@crystallake.org>
Date Mon, 22 Jul 2019 20:49:45 +0000

ring Neighbors Portal

Hi Community Relations Officer Alfano,

A Neighbor recently commented on a post you're following:

Post Title:

Keep your cars locked!!!!

Neighbor Comment

Neighbor21 wrote: "@Neighbor19 thinking of adding one there as well and in the backyard. I'm very paranoid now"

VIEW POST

Email intended for salfano@crystallake.org.

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ring

From Ring Neighbors Portal Team <noreply@ring.com>
Subject **Video Request Maintenance Completed**
To <rjoseph@crystallake.org>
Date Tue, 23 Jul 2019 00:32:47 +0000

ring Neighbors Portal

We have successfully completed maintenance to the Neighbors Portal. The Video Request feature is back up and running. Thank you again for your patience.

Stay Safe,
The Ring Neighbors Portal Team

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Our mailing address is:
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Santa Monica, CA 90404

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You can update your preferences or unsubscribe from this list.

From Ring Neighbors Portal Team <noreply@ring.com>
Subject **Video Request Maintenance Completed**
To <jblack@crystallake.org>
Date Tue, 23 Jul 2019 00:33:25 +0000

ring Neighbors Portal

We have successfully completed maintenance to the Neighbors Portal. The Video Request feature is back up and running. Thank you again for your patience.

Stay Safe,
The Ring Neighbors Portal Team

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From Ring Neighbors Portal Team <noreply@ring.com>
Subject **Video Request Maintenance Completed**
To <tkotlowski@crystallake.org>
Date Tue, 23 Jul 2019 00:33:25 +0000

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From Ring Neighbors Portal Team <noreply@ring.com>
Subject **Video Request Maintenance Completed**
To <dhyrkas@crystallake.org>
Date Tue, 23 Jul 2019 00:33:25 +0000

ring Neighbors Portal

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From Ring Neighbors Portal Team <noreply@ring.com>
Subject **Video Request Maintenance Completed**
To <salfano@crystallake.org>
Date Tue, 23 Jul 2019 00:33:25 +0000

ring Neighbors Portal

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Santa Monica, CA 90404

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You can update your preferences or unsubscribe from this list.

From Ring Neighbors Portal Team <noreply@ring.com>
Subject **Video Request Maintenance Completed**
To <rneumann@crystallake.org>
Date Tue, 23 Jul 2019 00:33:25 +0000

ring Neighbors Portal

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Want to change how you receive these emails?
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From Ring Neighbors Portal Team <noreply@ring.com>
Subject **Video Request Maintenance Completed**
To <epluviose@crystallake.org>
Date Tue, 23 Jul 2019 00:33:25 +0000

ring Neighbors Portal

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1523 26th Street
Santa Monica, CA 90404

Want to change how you receive these emails?
You can update your preferences or unsubscribe from this list.

From Ring Neighbors Portal Team <noreply@ring.com>
Subject **Video Request Maintenance Completed**
To <smiller@crystallake.org>
Date Tue, 23 Jul 2019 00:33:25 +0000

ring Neighbors Portal

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Stay Safe,
The Ring Neighbors Portal Team

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Santa Monica, CA 90404

Want to change how you receive these emails?
You can update your preferences or unsubscribe from this list.

From Ring Neighbors Portal Team <noreply@ring.com>
Subject **Video Request Maintenance Completed**
To <jmattson@crystallake.org>
Date Tue, 23 Jul 2019 00:33:25 +0000



We have successfully completed maintenance to the Neighbors Portal. The Video Request feature is back up and running. Thank you again for your patience.

Stay Safe,
The Ring Neighbors Portal Team

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Our mailing address is:
1523 26th Street
Santa Monica, CA 90404

Want to change how you receive these emails?
You can update your preferences or unsubscribe from this list.

From Ring Neighbors Portal Team <noreply@ring.com>
Subject **Video Request Maintenance Completed**
To <mgasparaitis@crystallake.org>
Date Tue, 23 Jul 2019 00:33:25 +0000

ring Neighbors Portal

We have successfully completed maintenance to the Neighbors Portal. The Video Request feature is back up and running. Thank you again for your patience.

Stay Safe,
The Ring Neighbors Portal Team

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Our mailing address is:
1523 26th Street
Santa Monica, CA 90404

Want to change how you receive these emails?
You can update your preferences or unsubscribe from this list.

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to a Post You're Following: "Keep your cars locked!!!!"**
To <salfano@crystallake.org>
Date Tue, 23 Jul 2019 03:33:09 +0000

ring Neighbors Portal

Hi Community Relations Officer Alfano,

A Neighbor recently commented on a post you're following:

Post Title:

Keep your cars locked!!!!

Neighbor Comment

Neighbor15 wrote: "@Neighbor19 because of my porch thefts. I now have one near my garage. Front door as well as facing my other side yard. That way I get any alerts and lights going on no matter what direction they are coming from prior to them reaching my house. Can catch cars and plates this way as well. Might cost more for more cameras but great piece of mind "

VIEW POST

Email intended for salfano@crystallake.org.

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to a Post You're Following: "Keep your cars locked!!!!"**
To <salfano@crystallake.org>
Date Tue, 23 Jul 2019 05:11:28 +0000

ring Neighbors Portal

Hi Community Relations Officer Alfano,

A Neighbor recently commented on a post you're following:

Post Title:

Keep your cars locked!!!!

Neighbor Comment

Neighbor19 wrote: "@Neighbor15 I agree. The more of these devices we have to catch these assholes the less theft we'll have."

VIEW POST

Email intended for salfano@crystallake.org.

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to a Post You're Following: "Keep your cars locked!!!!"**
To <salfano@crystallake.org>
Date Tue, 23 Jul 2019 05:14:09 +0000

ring Neighbors Portal

Hi Community Relations Officer Alfano,

A Neighbor recently commented on a post you're following:

Post Title:

Keep your cars locked!!!!

Neighbor Comment

Neighbor15 wrote: "@Neighbor19 you also end up with no more dog poop left unpicked up in your yard. "

VIEW POST

Email intended for salfano@crystallake.org.

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to a Post You're Following: "Keep your cars locked!!!!"**
To <salfano@crystallake.org>
Date Tue, 23 Jul 2019 05:33:50 +0000

ring Neighbors Portal

Hi Community Relations Officer Alfano,

A Neighbor recently commented on a post you're following:

Post Title:

Keep your cars locked!!!!

Neighbor Comment

Neighbor19 wrote: "@Neighbor15 big plus!!! that drives me nuts. "

VIEW POST

Email intended for salfano@crystallake.org.

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ring

From Kyle Demmin <kyle.demmin@ring.com>
Subject **Re: NNO Device Donation Acknowledgement**
To Salvatore Alfano <salfano@crystallake.org>
Date Tue, 23 Jul 2019 14:31:15 -0700

Thanks, Sal. I've processed this from my end.

I also highly recommend creating a few posts to drive awareness of these events.

Please let me know if there's anything else I can do to help.

On Sat, Jul 20, 2019 at 5:50 AM Salvatore Alfano <salfano@crystallake.org> wrote:

> I agree
>
> Sent from my Sprint Samsung Galaxy S8+.
>
> **Salvatore Alfano | Community Relations Officer | Police**
> City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
> Website: www.crystallake.org | Phone: 815-444-5956
>
> -------- Original message --------
> From: Kyle Demmin <kyle.demmin@ring.com>
> Date: 7/19/19 5:46 PM (GMT-06:00)
> To: Salvatore Alfano <salfano@crystallake.org>
> Subject: NNO Device Donation Acknowledgement
>
> Congratulations! I'm going to send you a Ring device to giveaway at your National Night Out! In order to receive the donated device, please confirm your acceptance of the terms below by replying to this email, **"I Agree".**
>
> **NNO Device Donation Acknowledgement**
>
> In order to receive donated devices, please confirm your acceptance of the following terms:
>
> 1. You will provide the donated devices to members of community.
>
> 2. You will ensure that the donated devices are not provided to employees of your organization or a member of an organization's immediate family, and represent and warrant that acceptance of that donation complies with state and local law and your organization's rules.
>
> 3. You will not impose any requirements or restrictions on any recipient's use of the donated device. For example, you may not require a recipient to provide recordings captured by the donated devices to anyone as a condition of receiving the donated device or otherwise.
>
> 4. You will not use or store any personally identifiable information of the recipient of a donated device other than as necessary to confirm his or her eligibility to receive the device.
>
> --
>
> Kyle Demmin
> Partner Success Manager
> kyle.demmin@ring.com
> 714-381-6291
>
> ring
>
> 1523 26th St.
> Santa Monica, CA 90404
> www.ring.com
>
> Download the Neighbors App.



Join the new neighborhood watch.

Neighbors Portal Resource Center

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--

Kyle Demmin

Partner Success Manager
kyle.demmin@ring.com
714-381-6291

ring

1523 26th St.
Santa Monica, CA 90404
www.ring.com



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Neighbors Portal Resource Center

From <salfano@crystallake.org>
Subject **Re: NNO Device Donation Acknowledgement**
To <kyle.demmin@ring.com>
Date Tue, 23 Jul 2019 21:56:45 +0000

Thank you!

Sent from my Verizon, Samsung Galaxy smartphone

-------- Original message --------
From: Kyle Demmin <kyle.demmin@ring.com>
Date: 7/23/19 4:31 PM (GMT-06:00)
To: Salvatore Alfano <salfano@crystallake.org>
Subject: Re: NNO Device Donation Acknowledgement

Thanks, Sal. I've processed this from my end.

I also highly recommend creating a few posts to drive awareness of these events.

Please let me know if there's anything else I can do to help.

On Sat, Jul 20, 2019 at 5:50 AM Salvatore Alfano <salfano@crystallake.org> wrote:

> I agree
>
> Sent from my Sprint Samsung Galaxy S8+.
>
> **Salvatore Alfano | Community Relations Officer | Police**
> City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
> Website: www.crystallake.org | Phone: 815-444-5956
>
> -------- Original message --------
> From: Kyle Demmin <kyle.demmin@ring.com>
> Date: 7/19/19 5:46 PM (GMT-06:00)
> To: Salvatore Alfano <salfano@crystallake.org>
> Subject: NNO Device Donation Acknowledgement
>
> Congratulations! I'm going to send you a Ring device to giveaway at your National Night Out! In order to receive the donated device, please confirm your acceptance of the terms below by replying to this email, **"I Agree".**
>
> **NNO Device Donation Acknowledgement**
>
> In order to receive donated devices, please confirm your acceptance of the following terms:
>
> 1. You will provide the donated devices to members of community.
>
> 2. You will ensure that the donated devices are not provided to employees of your organization or a member of an organization's immediate family, and represent and warrant that acceptance of that donation complies with state and local law and your organization's rules.
>
> 3. You will not impose any requirements or restrictions on any recipient's use of the donated device. For example, you may not require a recipient to provide recordings captured by the donated devices to anyone as a condition of receiving the donated device or otherwise.
>
> 4. You will not use or store any personally identifiable information of the recipient of a donated device other than as necessary to confirm his or her eligibility to receive the device.
>
> --
> Kyle Demmin

Partner Success Manager
kyle.demmin@ring.com
714-381-6291

ring

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Santa Monica, CA 90404
www.ring.com

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--

Kyle Demmin
Partner Success Manager
kyle.demmin@ring.com
714-381-6291

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From Ring Team <no-reply@ring.com>
Subject **New Comment Added to a Post You're Following: "Keep your cars locked!!!!"**
To <salfano@crystallake.org>
Date Thu, 25 Jul 2019 05:10:04 +0000

ring Neighbors Portal

Hi Community Relations Officer Alfano,

A Neighbor recently commented on a post you're following:

Post Title:

Keep your cars locked!!!!

Neighbor Comment

Neighbor7 wrote: "@Neighbor19 shows the location right at the top of the page on the map thats circled "

VIEW POST

Email intended for salfano@crystallake.org.

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ring

From Ring Team <no-reply@ring.com>
Subject **New Comment Added to Your Post: "Introduction"**
To <salfano@crystallake.org>
Date Fri, 26 Jul 2019 16:57:10 +0000

ring Neighbors Portal

Hi Community Relations Officer Alfano,

A Neighbor recently commented on one of your posts:

Post Title:

Introduction

Neighbor Comment

Neighbor17 wrote: "Ty"

VIEW POST

Email intended for salfano@crystallake.org.

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ring

From Ring Team <nno@ring.com>
Subject **Ring + NNO Device Tracking!**
To Salfano <salfano@crystallake.org>
Date Mon, 29 Jul 2019 14:58:31 -0700

Hello Sal,

Good news! Your donation Video Doorbell for National Night Out has shipped! Click below to track it.

https://www.ups.com/track?loc=en_US&tracknum=1Z9X5R610211423002&requester=WT/

Please note you will receive a separate email with tracking information for your Ring NNO Kit.

As a reminder, you must confirm your acceptance of the following terms to receive any donated devices. You can confirm your acceptance by replying to this email and stating **"I Accept"**:

1. You will provide the donated devices to members of the community. You will ensure that the donated devices are not provided to employees of your organization or a member of an organization's immediate family, and represent and warrant that acceptance of that donation complies with state and local law and your organization's rules.
2. You will not impose any requirements or restrictions on any recipient's use of the donated device. For example, you may not require (a) that recipient provide recordings captured by the donated devices to anyone (including law enforcement) or (b) that recipients participate in a camera registration or similar program as a condition of receiving the donated device or otherwise.
3. You will not use or store any personally identifiable information of the recipient of a donated device other than as necessary to confirm his or her eligibility to receive the device.

If you have any questions at all, we're here to help. Have a great event!

Stay safe,

Ring Team

From <salfano@crystallake.org>
Subject **RE: Ring + NNO Device Tracking!**
To <nno@ring.com>
Date Tue, 30 Jul 2019 13:20:08 +0000

I accept

From: Ring Team <nno@ring.com>
Sent: Monday, July 29, 2019 4:59 PM
To: Salvatore Alfano <salfano@crystallake.org>
Subject: Ring + NNO Device Tracking!

Hello Sal,

Good news! Your donation Video Doorbell for National Night Out has shipped! Click below to track it.

https://www.ups.com/track?loc=en_US&tracknum=1Z9X5R610211423002&requester=WT/

Please note you will receive a separate email with tracking information for your Ring NNO Kit.

As a reminder, you must confirm your acceptance of the following terms to receive any donated devices. You can confirm your acceptance by replying to this email and stating **"I Accept"**:

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3. You will not use or store any personally identifiable information of the recipient of a donated device other than as necessary to confirm his or her eligibility to receive the device.

If you have any questions at all, we're here to help. Have a great event!

Stay safe,

Ring Team

Salvatore Alfano | Community Relations Officer | Police
City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
Website: www.crystallake.org | Phone: 815-444-5956

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From Ring Neighbors Portal Team <neighbors-portal@ring.com>
Subject **Raise Awareness About Your Community Events**
To <epluviose@crystallake.org>
Date Wed, 31 Jul 2019 11:59:13 +0000

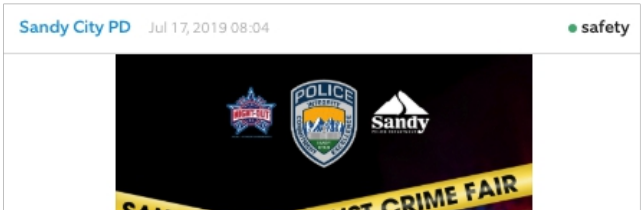
ring Neighbors Portal

Tell Your Community About Your Events

Neighbors Portal is a great tool you can use to raise awareness about local crime and safety events, especially National Night Out (NNO) coming up on Tuesday, August 6th. Posting about local events can help drive resident attendance and increase engagement with your community.

Keep your Post simple and local by including the date, time and location of your event to target users within that specific area.

Post About Your National Night Out





Sandy Police Night Out Against Crime Fair

The Sandy City Police Department is hosting a Night Out Against Crime Fair on Tuesday, August 6th from 5:30-8:30 pm at Lone Peak Park (10140 S 700 E). We invite all residents to attend. It's going to be such a fun event with food, booths, events, displays, services, presentations and activities for all ages (children, teens, adults and the young at heart). See attached for more information. We hope to see you there!

11 comments 3 views

16 Comment Share

Load Comments

Sandy City Police Department - Post Example

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Santa Monica, CA 90404

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From Ring Neighbors Portal Team <neighbors-portal@ring.com>
Subject **Raise Awareness About Your Community Events**
To <rneumann@crystallake.org>
Date Wed, 31 Jul 2019 11:59:13 +0000

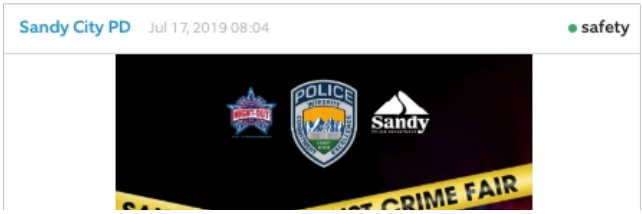
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From Ring Neighbors Portal Team <neighbors-portal@ring.com>
Subject **Raise Awareness About Your Community Events**
To <dhyrkas@crystallake.org>
Date Wed, 31 Jul 2019 11:59:13 +0000

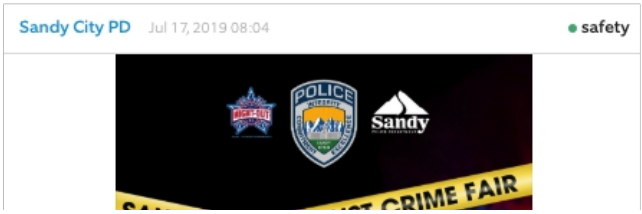
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Load Comments

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From <dhyrkas@crystallake.org>
Subject **Automatic reply: Raise Awareness About Your Community Events**
To <neighbors-portal@ring.com>
Date Wed, 31 Jul 2019 12:01:09 +0000

I am currently out of the office. Please contact Deputy Chief Tom Kotlowski (815-356-3730 or tkotlowski@crystallake.org) if you need immediate assistance.

Derek Hyrkas | Deputy Chief | Police
City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
Website: www.crystallake.org | Phone: 815-356-3767

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From Ring Neighbors Portal Team <neighbors-portal@ring.com>
Subject **Raise Awareness About Your Community Events**
To <mgasparaitis@crystallake.org>
Date Wed, 31 Jul 2019 11:59:13 +0000

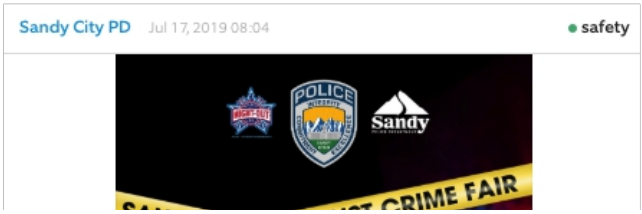
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11 comments 3 views

16 Comment Share

Load Comments

Sandy City Police Department - Post Example

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Santa Monica, CA 90404

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From Ring Team <nno@ring.com>
Subject **Your Ring NNO Kit has shipped!**
To Salfano <salfano@crystallake.org>
Date Wed, 31 Jul 2019 14:41:02 -0400

Hello NNO Coordinator,

Good news! Your Ring NNO kit has shipped! Click below to track your order. Please allow 24-48 hours for tracking to update.

Tracking Here

Shipped Items:

- Ring Display board
- Community Flyers

You can also download and print digital materials here!

If you have any questions at all, we're here to help. Have a great event! Visit our FAQs for more information https://communityprograms.ring.com/nnofaq.

Stay safe,

The Ring NNO Team

From Ring Team <no-reply@ring.com>
Subject **New Crime Alert: Thief's come in all sizes.**
To <tkotlowski@crystallake.org>
Date Wed, 31 Jul 2019 22:06:26 +0000

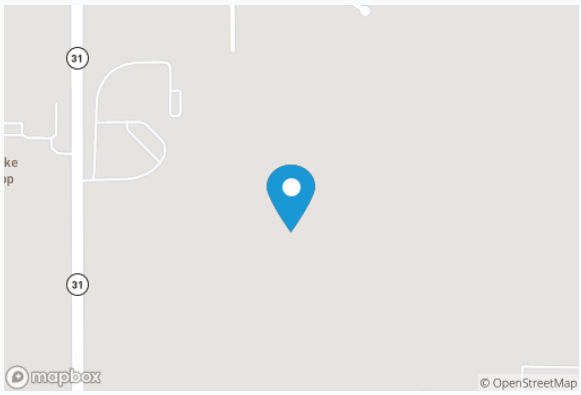
ring Neighbors Portal

Thief's come in all sizes.

July 31, 2019

Mother tells son to grab bag off my porch. I guess we have to be careful even from our neighbors.

View Alert



Email intended for tkotlowski@crystallake.org

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ring

From Ring Team <no-reply@ring.com>
Subject **New Crime Alert: Thief's come in all sizes.**
To <rjoseph@crystallake.org>
Date Wed, 31 Jul 2019 22:06:27 +0000

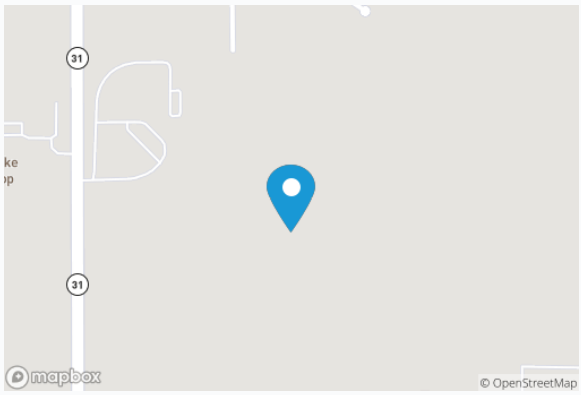
ring Neighbors Portal

Thief's come in all sizes.

July 31, 2019

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Email intended for rjoseph@crystallake.org

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ring

From Ring Team <no-reply@ring.com>
Subject **New Crime Alert: Thief's come in all sizes.**
To <rneumann@crystallake.org>
Date Wed, 31 Jul 2019 22:06:28 +0000

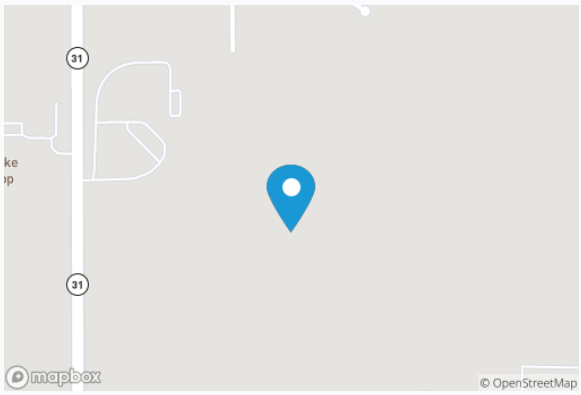
ring Neighbors Portal

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July 31, 2019

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ring

From Ring Team <no-reply@ring.com>
Subject **New Crime Alert: Thief's come in all sizes.**
To <epluviose@crystallake.org>
Date Wed, 31 Jul 2019 22:06:27 +0000

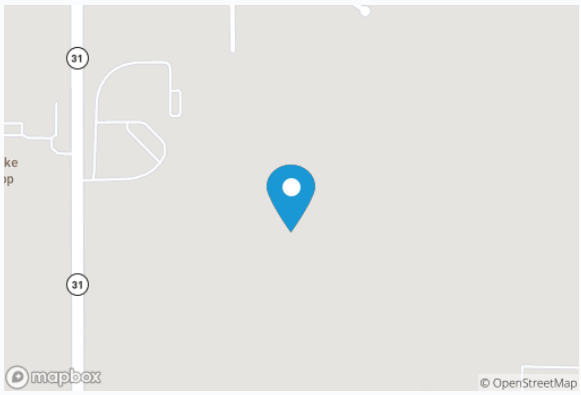
ring Neighbors Portal

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July 31, 2019

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View Alert



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ring

From Ring Team <no-reply@ring.com>
Subject **New Crime Alert: Thief's come in all sizes.**
To <salfano@crystallake.org>
Date Wed, 31 Jul 2019 22:06:28 +0000

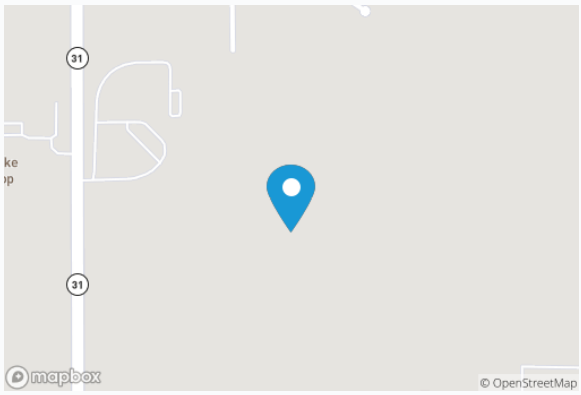
ring Neighbors Portal

Thief's come in all sizes.

July 31, 2019

Mother tells son to grab bag off my porch. I guess we have to be careful even from our neighbors.

View Alert



Email intended for salfano@crystallake.org

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ring

From Ring Team <no-reply@ring.com>
Subject **New Crime Alert: Thief's come in all sizes.**
To <mgasparaitis@crystallake.org>
Date Wed, 31 Jul 2019 22:06:27 +0000

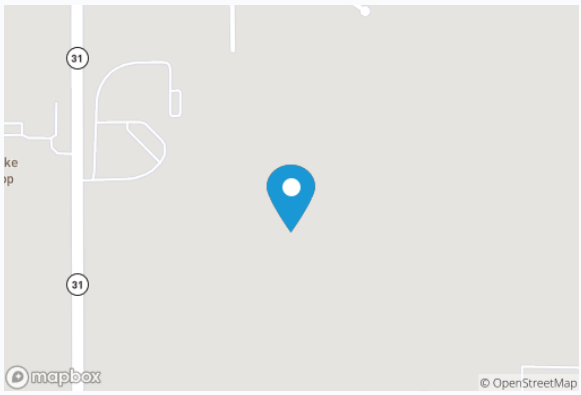
ring Neighbors Portal

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July 31, 2019

Mother tells son to grab bag off my porch. I guess we have to be careful even from our neighbors.

View Alert



Email intended for mgasparaitis@crystallake.org

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ring

From Ring Team <no-reply@ring.com>
Subject **New Crime Alert: Thief's come in all sizes.**
To <dhyrkas@crystallake.org>
Date Wed, 31 Jul 2019 22:06:27 +0000

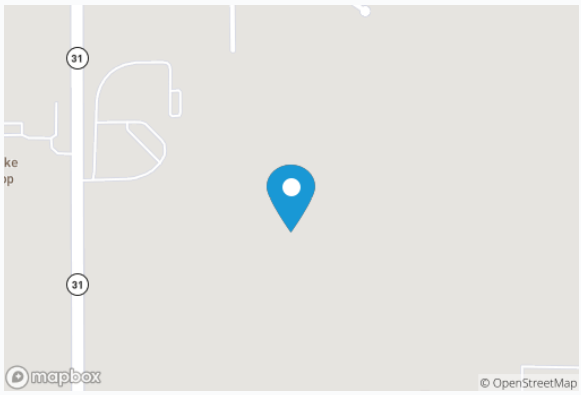
ring Neighbors Portal

Thief's come in all sizes.

July 31, 2019

Mother tells son to grab bag off my porch. I guess we have to be careful even from our neighbors.

View Alert



Email intended for dhyrkas@crystallake.org

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ring

From Ring Team <no-reply@ring.com>
Subject **New Crime Alert: Thief's come in all sizes.**
To <smiller@crystallake.org>
Date Wed, 31 Jul 2019 22:06:27 +0000

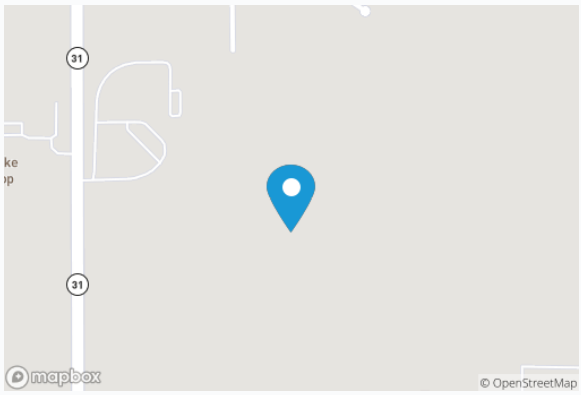
ring Neighbors Portal

Thief's come in all sizes.

July 31, 2019

Mother tells son to grab bag off my porch. I guess we have to be careful even from our neighbors.

View Alert



Email intended for smiller@crystallake.org

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ring

From <dhyrkas@crystallake.org>
Subject **Automatic reply: New Crime Alert: Thief's come in all sizes.**
To <no-reply@ring.com>
Date Wed, 31 Jul 2019 22:07:11 +0000

I am currently out of the office. Please contact Deputy Chief Tom Kotlowski (815-356-3730 or tkotlowski@crystallake.org) if you need immediate assistance.

Derek Hyrkas | Deputy Chief | Police
City Of Crystal Lake | 100 W. Woodstock St. | Crystal Lake, IL 60014
Website: www.crystallake.org | Phone: 815-356-3767

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From Ring Team <no-reply@ring.com>
Subject **New Crime Alert: Thief's come in all sizes.**
To <jmattson@crystallake.org>
Date Wed, 31 Jul 2019 22:06:26 +0000

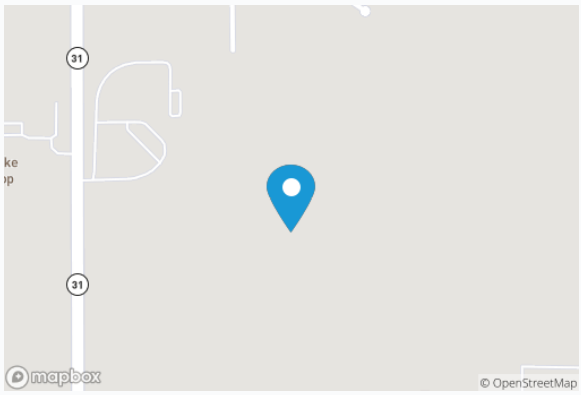
ring Neighbors Portal

Thief's come in all sizes.

July 31, 2019

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View Alert



Email intended for jmattson@crystallake.org

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ring

From Ring Team <nno@ring.com>
Subject **Happy National Night Out!**
To Salfano <salfano@crystallake.org>
Date Tue, 6 Aug 2019 15:06:05 -0700

Dear NNO Partner,

It has been a pleasure helping you plan for your event and on behalf of the entire Ring Team, we appreciate all of the work you are doing to make your neighborhoods safer.

As your attendees enjoy your event feel free to post photos and mention @Ring on Facebook and Instagram.

Don't forget to check out the new digital neighborhood watch app - Neighbors by Ring. Download it for free today and learn more by clicking here.



Happy National Night Out,
The Ring Team